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ABSTRACT

This curriculum guide for the Bilingual Microcomputer Business Skills Course reflects modern office practices and technology. This volume, second of three, contains seven competency-based joint lessons, the focus of which is on mastering specific tasks needed to accomplish the job of the occupational cluster of clerical worker while also learning job-related English as a second language (ESL). The language level of the lessons is designed for a trainee with high-intermediate to advanced levels of English language proficiency. Each joint lesson include these components: a cover sheet (identifying related communicative task, vocational task, performance objective, steps and technical knowledge, technical terms, language functions, language structures, tools and materials, background knowledge, safety, attitudes, learning activities and resources (vocational and job-related ESL); technical terms sheets; information sheets; operation sheets; job sheets; activity sheets; and performance evaluation sheets. The seven joint lessons/tasks are: answer several incoming telephone calls; take and disseminate telephone messages; obtain zip codes from the post office; open/notate, arrange (classify), and distribute incoming mail; prepare outgoing mail; reproduce and collate documents; and compute the cost of purchasing stamps. (YLB)

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ED286024

Bilingual Microcomputer
Business Skills Course
Vol. II Joint Lesson 8-14
Hacer Inc. 1987
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These 19 joint lessons are the product of a work team consisting of the following individuals: Jesus Castro, Alice Sigalos, Mary Romney, Felicita Ramos, and Charissa Collazo.

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CE 048 309

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TASK # 8
ANSWER SEVERAL INCOMING TELEPHONE CALLS

RELATED COMMUNICATIVE TASK: Polite greetings, identify self and company, offer assistance, report or request information or additional information.

VOCATIONAL TASK: #8 Answer several incoming telephone calls

PERFORMANCE OBJECTIVE: Given a multiline phone and four incoming calls in English, will answer the phone and screen calls. A checklist will be used to rate your performance, all items must receive a yes rating.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	SEE ATTACHMENT	COMMUNICATIVE SKILLS Active: Speaking, Writing Passive: Listening comprehension FUNCTIONS Polite requests for information Polite reports of information Polite greetings Polite identification	Interrogatives Affirmative Statements

TOOLS AND MATERIALS

Telephone
Message pad
Pencil/pen

BACKGROUND KNOWLEDGE

Basic knowledge of telephone usage

SAFETY

Secure telephone cord and wires to prevent tripping
Place equipment in secure area to avoid dropping.

ATTITUDES

Pleasant telephone voice
Friendliness
Courtesy
Interest

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   a. Facilitator identifies tools & materials
   b. Facilitator reviews technical terms
   c. Facilitator demonstrates procedures for answering a telephone call.
   d. Practice activity sheets # 1,2
   e. Role-play answering a telephone call using "Teletrainer"
   f. Hands-on skill practice at Center's business office.
2. EVALUATION
   Performance Test
3. RESOURCES
   a. Information, Operation, Job and Activity Sheets
   b. New York Telephone's "Teletrainer"
   c. Facilitator
   d. HACER INC. business office

J.R.ESL

1. LEARNING STRATEGIES
   a. Facilitator demonstrates how to make affirmative statements
   b. Facilitator lectures on interrogatives and reviews modals.
   c. Participants complete Activity Sheets #1,2,3,4,5 and 6.
2. EVALUATION
   Performance Test
3. RESOURCES
   a. Facilitator
   b. Activity Sheets
   c. New York Telephone's "Teletrainer"

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BILINGUAL VOCATIONAL TRAINING

TASK #8

INFORMATION SHEET: RECEIVING A CALL

I. INTRODUCTION

A receptionist must have a pleasing telephone personality and a well modulated voice that shows dignity as well as courtesy. The receptionist is not seen by the person at the other end of the line. He/she is judged and the employer is judged, by the friendliness of his/her telephone voice. He/she must always show interest in what is being said and always reply in clear tones, never raising his/her voice.

II. RECEIVING A CALL:

1. When the phone rings, answer it as soon as possible. If you must leave your desk, ask someone to answer for you during your absence and explain where you can be located.
2. Always have a memo or message pad near the phone. Try never to keep the caller waiting while you look for a pencil to write down any information being given.
3. If you must leave your desk to obtain information for the caller, try not to keep the person "holding" for a long time. Ask the caller if he wishes to hold the line, to call back, or to leave his name and phone number for you to call him with the desired information.
4. Never talk with a pencil, chewing gum, or cigarette in your mouth.
5. If you are asked to screen your employer's calls, do so in a tactful manner. Asking for the caller's name in a courteous way should encourage the caller to give his name readily.
6. When taking a message, ask for the name of the caller, his company, and his telephone number, making a notation of the time of the call. Be sure that the person called receives the message as soon as he/she returns.

III. THE FIVE BASIC QUALITIES OF GOOD COMMUNICATION SHOULD BE PRESENT IN TELEPHONE CONVERSATIONS:

Courtesy: speak so that your voice and attitude reflect a "voice with a smile."

Clearness: Speak clearly and present all information clearly.

Conciseness: Say no more than necessary to complete the call courteously.

Correctness: Be sure that your language and information are correct.

Completeness: Give all the information required. Make necessary notes during the conversation.

IV. TRANSFERRING A CALL

To transfer a call to someone else in your system:

1. Place the call on hold by touching the HOLD button.
2. Call the person you are transferring the call to by touching the INTERCOM button and dialing that person's intercom code number. (When you hear the beep, announce the call and hang up)
3. Look at the **green** light next to the line with the call you are transferring, it should be flashing rapidly. If the other person picks up the line, it will stop flashing and stay a steady green.
4. If the light continues to flash rapidly, it means that the person you transferred the call to has not picked up the call. At this
5. Wait a reasonable amount of time (10 seconds), if the light is still flashing, pick up the call and try to assist the caller.

INFORMATION SHEET Page 3
SCREENING CALLS

The secretary is often called on to screen incoming calls for her employer. This is the process of mentally classifying calls and deciding quickly which ones should be handled by her employer and which ones she is able to complete satisfactorily.

The current trend is for the business executive to answer his own telephone when he is in the office. However, some employers have the secretary answer the telephone so that they will be relieved of calls which do not require their personal attention. Practices vary, and each employer determines the policy to be followed regarding screening.

Skills in the art of screening can be gained through business experience. To be successful, the secretary must use good judgment, tact, and courtesy.

What practices should be followed when screening calls?

- Be friendly and sincere.
- Reflect a ready-to-serve attitude.
- Ask questions skillfully.
- Give effective explanations.

How might a secretary obtain the name of the caller?

- She might say:

  "May I tell Mr. Baker who is calling, please?"

  "I'm sorry. Mr. Baker isn't available just now. May I tell him who called?"

What might a secretary say if, after screening the call, she decides her employer would want to speak with the caller?

- She might say:

  "Just a moment, Mr. Brown. Let me see if I can get him for you."

  "I know he's been expecting to hear from you. Just a moment, please. I'll let him know you are waiting."

What might a secretary say if, after screening a call, she decides her employer would not want to speak with the caller?

- She might say:

  "I'm sorry. Mr. Lyons isn't available. Perhaps I can be of help."

  "When Mr. Lyons returns, I'll tell him you called."

RESOURCES: Teletraining for Business Studies AT&T

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BILINGUAL VOCATIONAL TRAINING

TASK #8

INFORMATION SHEET: ELECTRONIC MESSAGES

I. INTRODUCTION

Electronic mail/message systems are communication systems that store and deliver messages through a computer network, instead of using postal services or spoken messages over the telephone.

II. Capabilities

a. Can distribute messages
b. Can send documents and messages
c. 2 or more persons can have a conference through the computers
d. Follow up services

III. How it functions:

There are basically two types of message distribution systems

A. Inhouse
B. Message distribution services

A. Inhouse.- An office having two or more computers can be linked together to form a system. Messages can be sent electronically from one computer station in one office to another.

B. Message Distribution Services
Various companies now offer message distribution services. A business can purchase or lease an "electronic storage mailbox" from one of these companies that offer this service. There are two types of message distribution services:

1. Voice Mail: The sender calls the service and leaves the message which is converted into digital pulses. The receiver can call the service, get the message and store it or delete it.

2. Keyed text: Keyed text is store at the message distribution center. The customer can get their messages and store them in their computer.

RESOURCE: Computers Today
D.H. Sanders
McGraw Hill Book Co.

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TASK #8 BILINGUAL VOCATIONAL TRAINING

INFORMATION SHEET: ELECTRONIC COMMUNICATION

COMPUTERIZED CONFERENCES:
Systems have been developed that allow various persons to communicate through their computer terminals. The persons can use a computerized conference service to hook up their computers through a telephone to a central computer file.

Users can:
1. Key in information
2. Send information
3. Store information

Advantages:
1. Persons can participate at different times or at the same time.
2. Businesses can communicat cross country.
3. Various and different businesses working on a project can communicate at once.

RESOURCE: Computers Today
D. H. Sanders
McGraw Hill Book Co.

TASK #8

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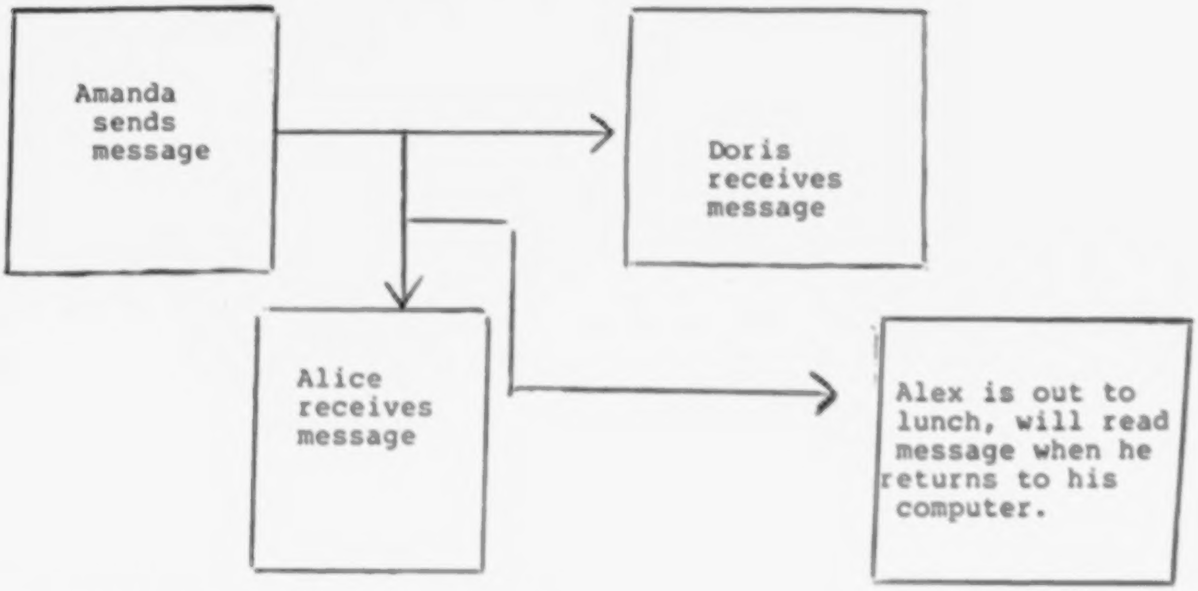
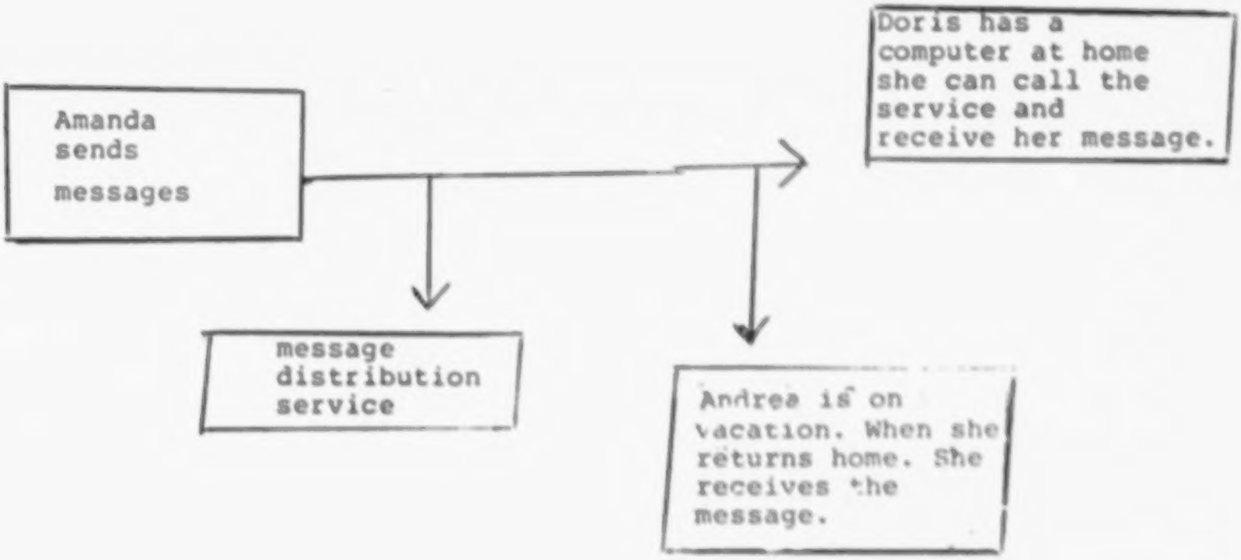
BILINGUAL VOCATIONAL TRAINING

INFORMATION SHEET: EXAMPLES OF ELECTRONIC MESSAGES

1.- Inhouse


Amanda sends message
Doris receives message
Alice receives message
Alex is out to lunch, will read message when he returns to his computer.

2.- MESSAGE DISTRIBUTION SERVICE


Amanda sends messages
Doris has a computer at home she can call the service and receive her message.
message distribution service
Andrea is on vacation. When she returns home. She receives the message.

IV. ADVANTAGES

a. Users can send and receive messages at home or during business trips.
b. Reduce interruptions from the telephone.
c. People at remote sites can communicate easily.
d. People in different time zones can communicate.

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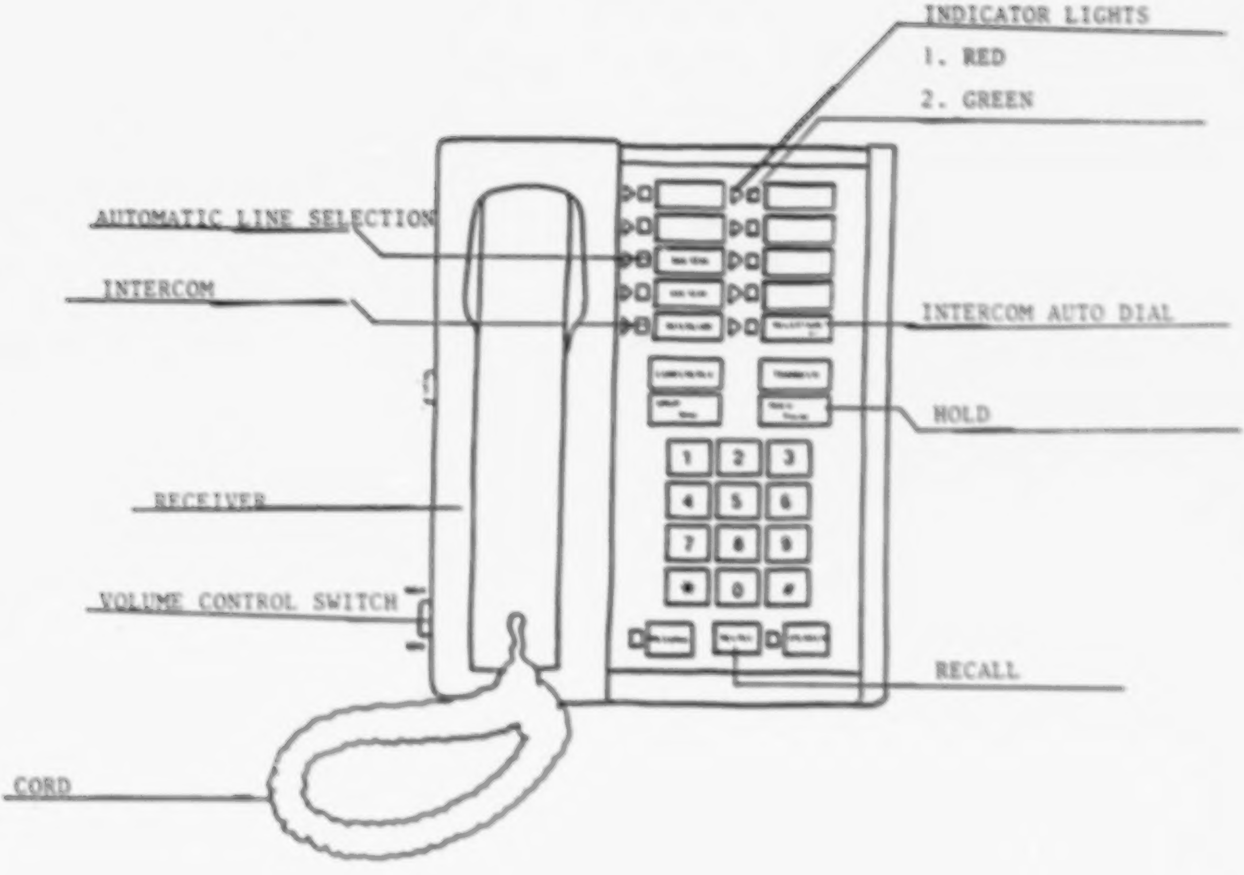
TASK #8

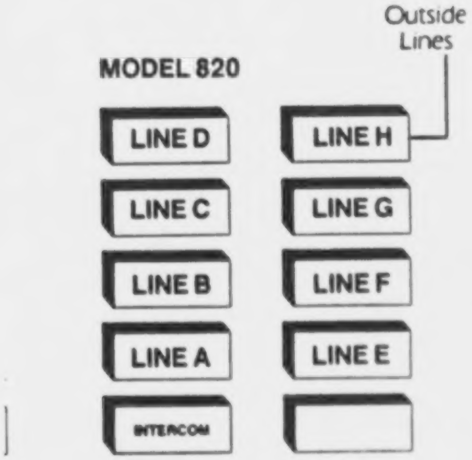
INFORMATION SHEET : PARTS AND FEATURES OF THE AT&T MERLIN 820


INDICATOR LIGHTS
1. RED
2. GREEN
AUTOMATIC LINE SELECTION
INTERCOM
INTERCOM AUTO DIAL
HOLD
RECEIVER
1
2
3
4
5
6
7
8
9
*
0
#
VOLUME CONTROL SWITCH
RECALL
CORD

RESOURCE: AT&T MERLIN 820 Operation Manual

TASK #8

INFORMATION SHEET: FEATURES OF THE AT&T MERLIN 820



Fixed features

The dial pad is surrounded by labeled buttons, which are called the Fixed Features. With Standard Features you get two Fixed Features, HOLD and RECALL. A Feature Cartridge is required to get the rest.

Indicator lights

Notice how the lights work on your **MERLIN** telephone. A triangular red light points to the outside line you'll get if you pick up the handset. Green lights tell you the status of lines: free, busy, ringing, or on hold.

Making an outside call

When you want to make a call, the **MERLIN** system automatically selects a line for you. All you have to do is pick up and dial. This feature is called Automatic Line Selection.

If you want to use a line other than the one the system selected for you, such as a WATS line, you can do so simply by touching the button for the desired line. That's all there is to it!

RESOURCE: AT&T Merlin 820 Operation Manual

OPTIONS COMPATIBLE WITH STANDARD FEATURES

You can expand the usefulnesss of your **MERLIN** system by adding optional equipment such as:

Loudspeaker paging

If your **MERLIN** Control Unit is equipped with a Paging Cartridge, you can page other persons no matter where they are in your office. To do this your business needs to be equipped with a loudspeaker paging system. You use Loudspeaker Paging by touching INTERCOM and then dialing "6". (If your telephone has a PAGE button, you should touch INTERCOM and then PAGE)

Headset adapter

The HEADSET ADAPTER allows you to plug in a standard Headset for hands-free operation.

To place or answer a call using the HEADSET ADAPTER, simply touch ON/QUIET, leaving your handset on the hook. To terminate calls, just touch OFF.

If you want to have a side conversation while using the HEADSET ADAPTER, you can mute the microphone by holding down the ON/QUIET button. When you are ready to resume your call, release the ON/QUIET button.

Manual modem adapter

This small unit plugs into the voice terminal, allowing you to connect a modem for data communication (for a computer)

Transferring a call

To transfer a call to someone else in your system, you must first place it on hold by touching the HOLD button. Then, call the person you're transferring the call to by touching an INTERCOM button and dialing that person's intercom code number. When you hear the beep, announce the call and hang up.

At this point, the green light next to the line with the call you're transferring should be flashing rapidly. When the other person picks up the call, the light should stop flashing and be a steady green, indicating that the line is in use again. If the light continues to flash rapidly, it means that the other person was not able to pick up the call. You may pick it up again yourself now by touching the line button next to the rapidly flashing green light.

Recall

On most telephone company lines, you can disconnect a call without hanging up. Simply touch the RECALL button. This will return you to dial tone on the line you're on, whether it's an outside line or an intercom line, enabling you to make a second call immediately.

If you're on a PBX or Centrex system, or have other special services, RECALL serves to "flash" the system (corresponding to a switchhook flash on an ordinary telephone).

Test switch

This switch lets you know if the lights and ringing of your **MERLIN** phone are working correctly. Push the switch away from you to the T (Test) position. Observe the lights and ringing. Return the switch to the center position.

Volume control

Use this control to adjust the volume of the ringer and the speaker simultaneously.

TASK #8

ATTACHMENT

TECHNICAL TERMS

ANSWER:	a spoken or written reply to a question or request
AREA CODE:	three digits preceeding the phone number pertaining to state and region
COLLECT CALL:	a call placed through an operator which is charged to the person being called
CONVERSATION:	formal or informal interchange of thoughts by spoken words
CUT OFF:	to intercept; to interrupt; to bring to a sudden end
EXTENSION:	a series of numbers added to the central office number which are assigned to a specific person or office within the organization
HANG UP:	to break off telephonic communication
INCOMING CALLS:	telephone calls coming in; entering
INFORMATION:	knowledge communicated or received concerning some fact or circumstance
INTERCOM:	an intercommunication system
LONG DISTANCE:	U.S. telephone service between distant points
MESSAGE:	a communication, as of information, advice, or direction transmitted through a messenger or other agency
MESSAGE PAD:	a number of sheets of paper held together at the edge to form a tablet and which are used for written communication
PERSON-TO-PERSON:	a call placed from one specific person to another through a telephone operator
PICK UP:	to lift the receiver when answering or placing a phone call
PUT ON HOLD:	one feature of telephone service ("hold" button) which allows temporary interruption of spoken communication
RECEIVER:	a device or apparatus which receives electrical signals or waves, and makes them perceptible to the senses, as the part of a telephone held to the ear

TASK #8

TECHNICAL TERMS
p. 2

RECEPTIONIST:	a person employed to receive callers and with the knowledge and ability to handle telephonic communication.
CALL TRANSFER:	you pass along a call which is intended for another person in the office by using the hold button and the intercom.

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BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #1 J.R.ESL

COMMUNICATIVE TASK: Offer assistance, report or request information

DIRECTIONS: Write the questions corresponding to these answers during a telephone conversation.

1. I'm sorry. She's not available right now, but I'd be happy to have her call you.

____

2. Yes, of course. I'd be glad to take a message.

____

3. This is Mrs. Chandler.

____

4. I'm calling from the May Company.

____

5. Yes. I'd like to speak with his secretary.

____

6. Yes. I'd like to speak with someone in the accounting department.

____

7. No, thank you. I need to speak to him personally.

____

8. She knows what I'm calling about.

____

9. No, thanks. I'll call back at that time.

____

NAME______________________ DATE______________

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BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #1 J.R.ESL

COMMUNICATIVE TASK: OFFER ASSISTANCE, REPORT OR REQUEST INFORMATION

DIRECTIONS: Write the questions corresponding to these answers during a telephone conversation.

1. I'm sorry. She's not available right now, but I'd be happy to have her call you.
   Could I please speak to (person)?
2. Yes, of course. I'd be glad to take a message.
   Could I leave a message?
3. This is Mrs. Chandler.
   May I ask who's calling, please?
4. I'm calling from the May Company.
   What company are you calling from?
5. Yes. I'd like to speak with his secretary.
   Is there anyone who you would like to speak to?
6. Yes. I'd like to speak with someone in the accounting department.
   May I help you?
7. No, thank you. I need to speak to him personally.
   Could I connect you with his secretary?
8. She knows what I'm calling about.
   Could you please tell me what this is in reference to?
9. No, thanks. I'll call back at that time.
   He'll be back tomorrow. Would you like to leave a message?

NAME ______________________ DATE ______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #2 J.R.ESL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information

DIRECTIONS: Fill in the spaces provided with the appropriate words.

A. Greetings in combination with identification of organization/company.

1. Good ________. ______ you for calling organization/company name .

2. Company/organization name . May I ____ ___?

3. Good morning . ____________________. May I _ _____ you?

B. Offers for assistance to caller.

1. May ___ ______ you?

2. What can I do _____ _____?

3. Who _______ you like ____ speak to?

4. Is there anyone else who _____ would ______ to speak with?

5. How _______ I be of _______ to you?

C. Offers to take messages in combination with explanations for people being called.

1. I'm sorry. Mr. Roberts ___ _____ available right now. _______ you like to
________ a _________?

2. I'm sorry. Mrs. Mitchell_____ ____ ___ meeting. ______ ____ _____ her to
_____ ____ when she finishes?

3. Ms. Bowman is not at her desk right now. But I'd be happy to_____ ___ _______
____ her.

4. Mr. Weber is out of the office for the afternoon. But he'd be glad to______ you
_____ tomorrow if you'd_____ ___ leave _____ ______.

NAME______________________ DATE________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #2 J.R.ESL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information

DIRECTIONS: Fill in the spaces provided with the appropriate words.

A. Greetings in combination with identification of organization/company.

(Answer Key)

1. Good (morning) . (Thank) you for calling organization/company name .

2. Company/organization name . May I (help) (you) ?

3. Good morning (company/organization name) May I (help) you?

B. Offers for assistance to caller.

1. May (I) (help) you?

2. What can I do (for) (you) ?

3. Who (would) you like (to) speak to?

4. Is there anyone else who (you) would (like) to speak with?

5. How (could) I be of (help) to you?

C. Offers to take messages in combination with explanations for people being called.

1. I'm sorry. Mr. Roberts (is) (not) available right now. (Would) you like to (leave) a (message) ?

2. I'm sorry. Mrs. Mitchell (is at a) a meeting. (Would) (you) (like) her to (call you) when she finishes?

3. Ms. Bowman is not at her desk right now. But I'd be happy to (take a message) (for) her.

4. Mr. Weber is out of the office for the afternoon. But he'd be glad to (call) you (back) tomorrow if you'd (like to) leave (your) (number) .

NAME

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #3 J.R.ESL

COMMUNICATIVE TASK: Report or request information

DIRECTIONS: Practice this dialogue with a partner, using New York Telephone's "Teletrainer".

A: Good morning. Thank you for calling Allied Chemicals.

B: Patricia Winthrop, please.

A: May I tell her who's calling, please?

B: Charles Jordan.

A: Could you please tell me what this is in reference to?

B: Yes. It's about our meeting tomorrow.

A: Thank you. I'll see if she's available. Please hold.

B: Yes, thank you.

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BILINGUAL VOCATIONAL TRAINING

TASK # 8
ACTIVITY SHEET #3 J.R.ESL

SCORING SHEET AND FLUENCY LEVELS

TASK #8

Trainee's Name ______________________________

Performance Objective ______________________________

____

Date of Test ______________________________

Criteria	5	4	3	2	1	
Rhetoric						X 6 = ________
Register/Style						X 3 = ________
Syntax						X 4 = ________
Vocabulary						X 6 = ________
Pronunciation						X 1 = ________

Weighted Score ________

Errors Noted:

Recommendation for additional work:

Evaluated by: ________________

Resource: Miranda Associates

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BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Polite greeting, offer assistance, report or request information

DIRECTIONS: Fill in the spaces provided with the appropriate words or phrases.

Receptionist: Good _________. Thank you for ________ Allied Chemicals.

1st Caller : David Harrison, please.

Receptionist: Could I ask who's ________, ________?

1st Caller : Yes, this Henry Jacobs.
(telephone rings for second call)

Receptionist: Mr. Jacobs, could _____ please hold for a ________? (Answers a second call)

Receptionist: Good __________. Thank you for _________ Allied Chemicals. Could you hold _______ a _______, please? (Switches back to first call)

Receptionist: Mr. Jacobs, thank you for holding. I'll see if Mr. Harrison ___ available.

1st Caller : Thanks.
(Receptionist informs Mr. Harrison of telephone call)

Receptionist: Mr. Harrison, Mr. Jacobs is on the line for you.

Mr. Harrison: Thank you.
(Receptionist answers second caller)

Receptionist: Sorry to keep you __________. May I ______ you?

2nd Caller : Mrs. Stanford, please.

Receptionist: May I ask who's __________, please?

2nd Caller : This is Mr. Thomson.

Receptionist: Thank you. I'll see if she ___ available now.

NAME________________________________ DATE_________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Polite greeting, offer assistance, report or request information

DIRECTIONS: Fill in the spaces provided with the appropriate words or phrases.

Receptionist: Good morning. Thank you for calling Allied Chemicals.

1st Caller : David Harrison, please.

Receptionist: Could I ask who's calling, please?

1st Caller : Yes, this Henry Jacobs.
(telephone rings for second call)

Receptionist: Mr. Jacobs, could you please hold for a moment? (Answers a second call)

Receptionist: Good morning. Thank you for calling Allied Chemicals. Could you hold on a moment, please? (Switches back to first call)

Receptionist: Mr. Jacobs, thank you for holding. I'll see if Mr. Harrison is available.

1st Caller : Thanks.
(Receptionist informs Mr. Harrison of telephone call)
Receptionist: Mr. Harrison, Mr. Jacobs is on the line for you.

Mr. Harrison: Thank you.
(Receptionist answers second caller)
Receptionist: Sorry to keep you waiting. May I help you?

2nd Caller : Mrs. Stanford, please.

Receptionist: May I ask who's calling, please?

2nd Caller : This is Mr. Thomson.

Receptionist: Thank you. I'll see if she is available now.

NAME ______________________________ DATE ________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #5 J.R.ESL

COMMUNICATIVE TASK: Offer assistance, report or request information or additional information.

DIRECTIONS:
For each of the sentences/questions/phrases below, communicate the same idea more politely.

Example: Litton Industries.
Polite form: Thank you for calling Litton Industries, good morning. May I help you?

1. He's not here. ______________________________
2. She's late today. She's not here yet. ____________________
3. He's sick. ______________________________
4. He said not to bother him right now. ____________________
5. She left early 'cause it's Friday. ____________________
6. She's on the phone with somebody else. ____________________
7. What do you want? ______________________________
8. What are you calling him/her for? ____________________
9. Who is this? ______________________________
10. She doesn't take calls after 3:00. ____________________
11. I can't find him and I don't know when he's coming back. ____________________
12. Wait a minute. ______________________________
13. She's in the bathroom. ______________________________

Use a friendly tone when rephrasing the above sentences.

NAME____________________ DATE________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #5 J.R.ESL.

COMMUNICATIVE TASK: Offer assistance, report or request information or additional information.

DIRECTIONS:
For each of the sentences/questions/phrases below, communicate the same idea more politely.

Example: Litton Industries.
Polite form: Thank you for calling Litton Industries, good morning. May I help you?

1. He's not here. Mr Smith stepped out of the office. May I take a message ?
2. She's late today. She's not here yet. Ms Smith will be in this afternoon. May I help you ?
3. He's sick. Mr. Jones is out of the office today. Would you like to leave a message ?
4. He said not to bother him right now. Mr. Fred is in a meeting. Can I have him call you back ?
5. She left early 'cause it's Friday. Ms Kitt left for the day. May I help you ?
6. She's on the phone with somebody else. Ms Santiago is on another line. May I help you or would you care to wait ?
7. What do you want? May I help you ?
8. What are you calling him/her for? May I ask what your call is in reference to ?
9. Who is this? May I ask who is calling please ?
10. She doesn't take calls after 3:00. Ms Sigmund will be in conference all afternoon. May I help you ?
11. I can't find him and I don't know when he's coming back. Mr Sigmund is not at his desk at the moment. Can you please hold ?
12. Wait a minute. Would you care to wait a moment ?
13. She's in the bathroom. Ms Jones is not at her desk at the moment. Can she return your call ?

Use a friendly tone when rephrasing the above sentences.

NAME ____________________ DATE ______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8
ACTIVITY SHEET #6 J.R.E SL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information.

DIRECTIONS:
You are responsible for all incoming calls and messages.
Write a polite sentence/series of sentences to communicate by phone to a caller in the following situations. What you say may include questions.

1. Someone tells you he/she is expecting a very important call, but he/she must leave the office for about a half hour. The call comes and you say:

   ____

   ____

2. Someone calls to say he/she will arrive at the office late because he/she has to wait for the babysitter, but is expecting a few important calls before he/she arrives.
   As each call comes, you say:

   ____

   ____

3. Someone leaves the office early on a Friday afternoon, but gets a call after he/she leaves.
   You answer the call by saying:

   ____

   ____

4. Someone tells you he/she will only accept calls concerning a certain matter, and no others for the rest of the afternoon.

   ____

   a) You answer a call and find out that it is about that matter.

   ____

   b) You answer a call and find out that it is not about that matter.

   ____

5. Someone is in the office but doesn't want to be bothered with calls for another hour and a half.
   You answer calls for him/her by saying:

   ____

6. Someone left the office/his/her desk without saying where he/she was going, what time/when he/she would be back. You answer a call for him/her. You say:

   ____

7. Someone gives you instructions to screen all he/her calls. You do it by saying:

   ____

8. Someone leaves his/her desk to go to the ladies'/mens' room and will be right back. He/she gets a call in the meantime. You answer it and say:

   ____

9. While someone is on the phone, he/she receives a call. You say to the caller:

   ____

NAME ______________________________

DATE ______________________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #6 J.R.ESL

COMMUNICATIVE TASK: Polite greetings, offer assistance, report or request information or additional information.

DIRECTIONS:
You are responsible for all incoming calls and messages.
Write a polite sentence/series of sentences to communicate by phone to a caller in the following situations. What you say may include questions.

1. Someone tells you he/she is expecting a very important call, but he/she must leave the office for about a half hour. The call comes and you say:

   Good afternoon, Ms Smith had to step out of the office, but asked me to take a message. She will get back to you.

2. Someone calls to say he/she will arrive at the office late because he/she has to wait for the babysitter, but is expecting a few important calls before he/she arrives.
   As each call comes, you say:

   Good morning, Ms Rodriguez is expected shortly, May I take a message ?

3. Someone leaves the office early on a Friday afternoon, but gets a call after he/she leaves.
   You answer the call by saying:

   Good afternoon, Ms Merit left for the day, May I take a message ?

4. Someone tells you he/she will only accept calls concerning a certain matter, and no others for the rest of the afternoon.

   Just a moment Mr Brown, Let me see if I can get her for you.

   a) You answer a call and find out that it is about that matter.

   Just a moment Ms Brown, Let me see if I can get her for you.

   b) You answer a call and find out that it is not about that matter.

   Im sorry, Ms Smith isn't available. Perhaps I can be of help ?

5. Someone is in the office but doesn't want to be bothered with calls for another hour and a half.
   You answer calls for him/her by saying:

   Mr Rodriquez will return in 2 hours. May I be of help ?

6. Someone left the office/his/her desk without saying where he/she was going, what time/when he/she would be back. You answer a call for him/her. You say:

   Ms Santiago stepped out of the office. Can I be of assistance ?

7. Someone gives you instructions to screen all he/her calls. You do it by saying:

   May I ask who is calling ?

8. Someone leaves his/her desk to go to the ladies'/mens' room and will be right back. He/she gets a call in the meantime. You answer it and say:

   Ms George is not at her desk. Can I help you ?

9. While someone is on the phone, he/she receives a call. You say to the caller:
   Ms Sierra is on another line. Will you hold or may she call you back ?

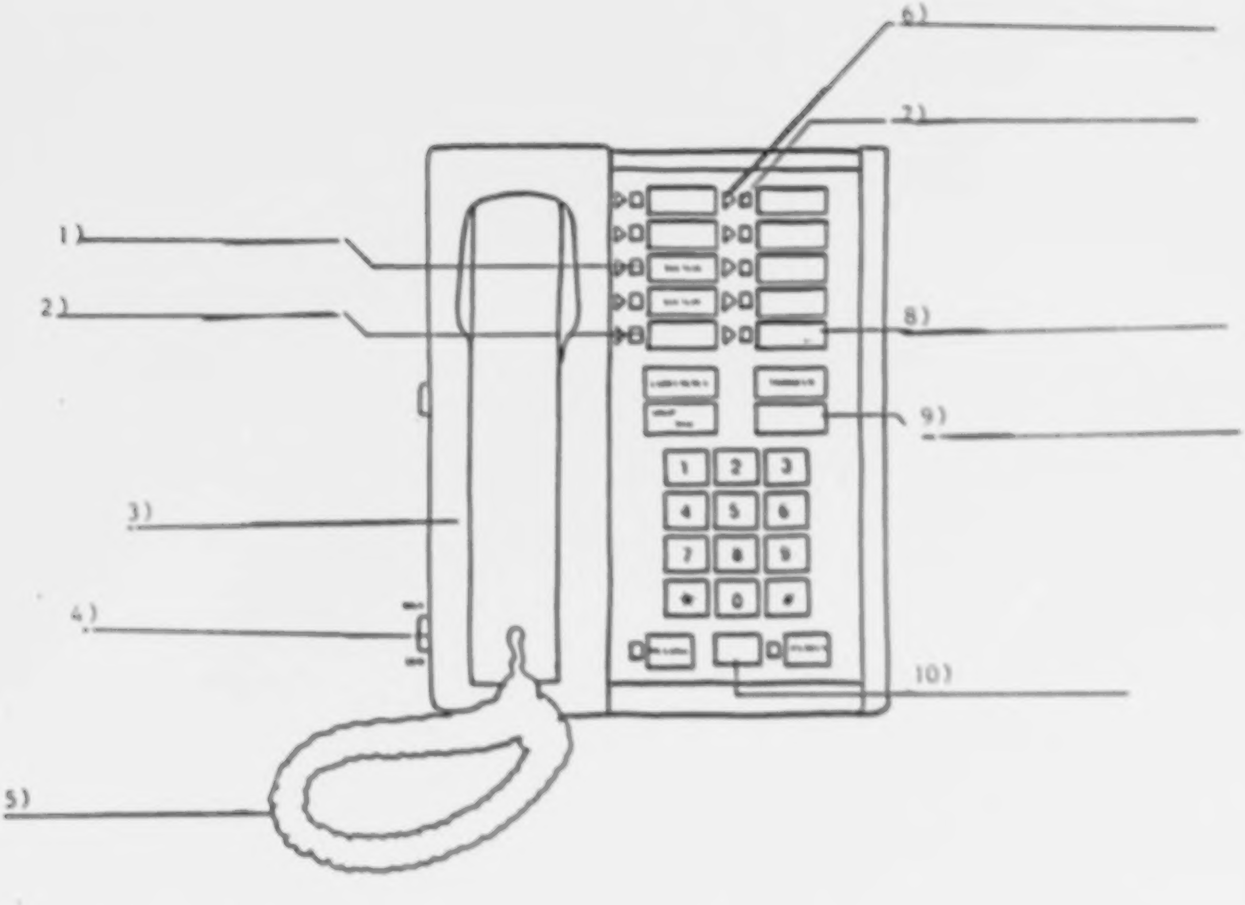
NAME

DATE

TASK #8

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Identify the parts and features of the AT&T Merlin Telephone.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1. ____________________

2. ____________________

3. ____________________

4. ____________________

5. ____________________

6. ____________________

7. ____________________

8. ____________________

9. ____________________

10. ____________________

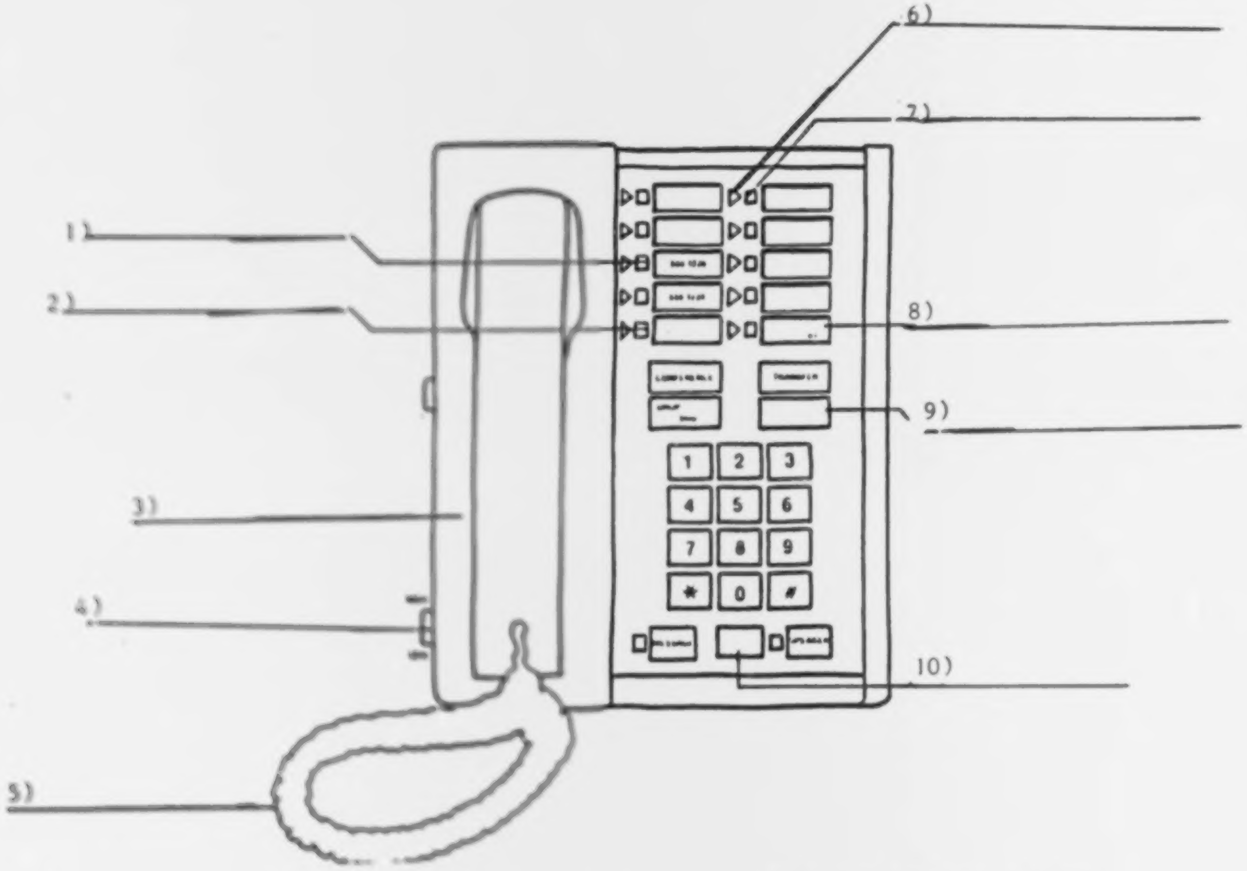
NAME____________________ DATE____________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Identify the parts and features of the AT&T Merlin Telephone.



1. Autumatic line selection
2. Intercom
3. Receiver
4. Volume control switch
5. Cord

6. Red indicator light
7. Green indicator light
8. Intercom auto dial
9. Hold
10. Recall

NAME______________________________ DATE__________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8

ACTIVITY SHEET #2 VOCATIONAL

DIRECTIONS: Insert the words from the list in the correct spaces for the following sentences.

1. Indicator lights
2. Green light
3. Flashing light
4. Recall button
5. Volume control switch
6. Intercom
7. Hold button
8. Red light
9. Automatic line selection
10. Receiver

1. You can get a dial tone on the Merlin Telephone without pushing a button this feature is called ______________________ .

2. To converse with someone else in your office ,you would press the ____________________ button.

3. The ____________________ controls the loudness of the telephone's ringer.

4. The ____________________ tell the status of your telephone lines.

5. A free line is indicated by______________________.

6. A busy line is indicated by ______________________.

7. A line "on Hold" is indicated by___________________.

8. You can make a call without hanging up by pressing the _____________ button.

9. You speak into the____________________.

10. You have two calls, you must answer them, you press the ________________________to make one of the callers wait.

NAME________________________ DATE__________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8

ACTIVITY SHEET #2 VOCATIONAL

DIRECTIONS: Insert the words from the list in the correct spaces for the following sentences.

1. Indicator lights
2. Green light
3. Flashing light
4. Recall button
5. Volume control switch
6. Intercom
7. Hold button
8. Red light
9. Automatic line selection
10. Receiver

1. You can get a dial tone on the Merlin Telephone without pushing a button this feature is called Automatic line selection
2. To converse with someone else in your office ,you would press the intercom button.
3. The volume control switch controls the loudness of the telephone's ringer.
4. The Indicator lights tell the status of your telephone lines.
5. A free line is indicated by Red light.
6. A busy line is indicated by Green light.
7. A line "on Hold" is indicated by Flashing light.
8. You can make a call without hanging up by pressing the Recall button button.
9. You speak into the Receiver.
10. You have two calls, you must answer them, you press the Hold button to make one of the callers wait.

NAME________________________ DATE____________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

OPERATION SHEET: ANSWER SEVERAL INCOMING CALLS.

I. MATERIALS

a. AT&T Merlin 820 Telephone system.
b. Pencil/pen.
c. Paper.

II. PROCEDURE

How to answer several incoming calls.

1. If there are 2 incoming calls, you will see two blinking lights, answer the first on that started blinking by pressing the button next to the light.

2. Give appropriate greeting (Good morning, Good afternoon).

3. Identify your organization.

4. Ask caller "Will you please hold the line?".

5. Place calls on hold. (Press "Hold" button).

6. Answer second call (press button next to blinking light).

7. Give appropriate greeting (Good morning, Good afternoon).

8. Identify your corporation.

9. Ask caller "Will you please hold the line?".

10. Return to first caller (press button next to blinking light).

11. Thank caller for holding.

12. Ask caller "May I help you?".

13. Ascertain if you can handle the call yourself or if another staff person can take the call. (If the call will take a lengthy time, ask another staff person to handle the second call).

14. If the call is for a particular person, ask the caller for their name, and place the call on hold (say "please hold").

15. Notify the person the call is directed to by saying "Ms.___________ you have a call on 44 or 89. It is Mr._____." Always give the last two digits of the line and the name of the caller.

16. Return to second caller (press button next to blinking light). (If another staff person hasn't handled it).

17. Thank caller for holding.

TASK #8

OPERATION SHEET #2: ANSWER SEVERAL INCOMING CALLS
p. 2

18. Ask caller "May I help you?"

19. Ascertain if you can handle the call yourself or if another staff person can take the call. (If the call will take a lengthy time).

20. If the call is for a particular person, ask the caller for their name, place the call on hold. (Say "please hold").

21. Notify the person the call is directed to by saying "Ms.__________ you have a call on 44 or 89. It is Mr.______." Always give the last two digits of the line and the name of the caller.

TASK #8

JOB SHEET: ANSWER SEVERAL INCOMING TELEPHONE CALLS PRACTICE

DIRECTIONS: You will be given the use of the teletrainer. The facilitator will assume the role of the "Caller" and will make three(3) telephone calls to you ("Person Called") which involve situations similar to those which occur in a business office. You must answer the telephone calls and either offer assistance or transfer the call if the call is for someone else.

SITUATION # 1:

Caller: (Facilitator)

Your name is Cynthia Ayala. You are calling the Hispanic Women's Center to obtain the address of the Center.

Person Called: (Participant)

The receptionist is out to lunch and has asked you to sit-in at the telephone until he/she returns.

SITUATION # 2

Caller: (Facilitator)

Your name is Samuel Hernandez. You are trying to reach Ms Santa Villafane at the Hispanic Women's Center.

Person Called: (Participant)

You are Ms Villafane's secretary. Any calls to Ms Villafane should be transferred to her. Ms Villafane prefers that you announce the caller's name and extension when you transfer ~~the transfer~~ any calls to her.

SITUATION # 3

Caller: (Facilitator)

Your name is Marisol Cortez. You are a salesperson for Commodore Computers. You are calling the Center to try and make a sale.

Person Called: (Participant)

Your supervisor does not want to be disturbed by salespersons. He/she has asked you to screen all calls.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

JOB SHEET: ANSWER SEVERAL INCOMING TELEPHONE CALLS
PRACTICE : FACILITAOR WORKSHEET

DIRECTIONS: Using the teletrainer, the facilitator and the participants are to provide the dialogue for the three (3) "situations" found below.
The facilitator will assume the role of the "Caller" and the participant will assume the role of the "person Called".
The facilitator should be able to vary the information given to the participants in each call in order to elicit various responses. This will avoid duplication in the performance of the task.

Note: Make certain that the participant understands the role he or she will play.

SITUATION # 1:

Caller: (Facilitator)

Your name is Cynthia Ayala. You are calling the Hispanic Women's Center to obtain the address of the Center.

Person Called: (Participant)

The receptionist is out to lunch and has asked you to sit-in at the telephone until he/she returns.

SITUATION # 2

Caller: (Facilitator)

Your name is Samuel Hernandez. You are trying to reach Ms Santa Villafane at the Hispanic Women's Center.

Person Called: (Participant)

You are Ms Villafane's secretary. Any calls to Ms Villafane should be transferred to her. Ms Villafane prefers that you announce the caller's name and extension when you transfer the transfer any calls to her.

TASK # 8
JOB SHEET:FACILITATOR WORKSHEET
Page 2

SITUATION # 3

Caller: (Facilitator)

Your name is Marisol Cortez. You are a salesperson for Commodore Computers. You are calling the Center to try and make a sale.

Person Called: (Participant)

Your supervisor does not want to be disturbed by salespersons. He/she has asked you to screen all calls.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 8

JOB SHEET: ANSWER SEVERAL INCOMING TELEPHONE CALLS
EVALUATION

DIRECTIONS: The facilitator will take you to the business office of Hacer Inc/ Hispanic Women's Center. The staff will be introduced to you. In addition, you will be given a list of the staff and their telephone extension codes. The facilitator will sit you at the receptionist's desk. You must answer four incoming calls to the Center. Either offer assistance or transfer the call to the appropriate staffperson.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #8

PERFORMANCE TEST

TASK: Answer several incoming telephone calls

Directions: Demonstrate mastery of answering several telephone calls on an AT&T Merlin System.

This test evaluates your ability to: Answer several telephone calls. The facilitator will sit you down with a multiline telephone. You must answer four incoming calls and either offer assistance or transfer them to the appropriate person with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Were the calls answered promptly?		
2.	Were the proper greetings made?		
3.	Were the calls answered courteously?		
4.	Was the tone of voice friendly and interested throughout both calls?		
5.	Was the proper response made for the first call (thank you for holding)?		
6.	Was the first call transferred immediately to the appropriate person?		
7.	Was the proper response made for the second call (thank you for holding)?		
8.	Was the second call transferred immediately to the appropriate person?		
9.	Were the calls properly concluded?		
10.			

Trainee	Date	Attempts	Instructor's Signature

TASK #8

PERFORMANCE TEST

TASK: Answer several incoming telephone calls.

This checklist will be used by the JRE instructor to evaluate the participant during the vocational performance.

	YES	NO
1. Used appropriate polite greetings?		
2. Used appropriate polite requests in seeking information?		
3. Verified information?		
4. Accurately reported information?		

Trainee	Date	Attempts	Instructor's Signature

TASK # 9
TAKE AND DESSIMINATE TELEPHONE MESSAGES

RELATED COMMUNICATIVE TASK: Utilize writing skills, report factual information, seek clarification and request information.

VOCATIONAL TASK: #9 Take and disseminate telephone messages

PERFORMANCE OBJECTIVE: Given a telephone and three incoming calls in English, record message on a message pad and disseminate messages on message board with 100% accuracy.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Answer Area code Collect call Conversation Cut off Disseminate Extension Hang up Incoming calls Information Intercom Long distance Message Message pad Person-to-person Screen Put on hold Receiver Receptionist Verification	COMMUNICATIVE SKILLS Passive: Listening comprehension Reading comprehension Active: Speaking Writing FUNCTIONS Report factual information Seek clarification Request information	Spelling (individual letters) Modals (polite request) Wh-/ Y/N Questions Reported speech

TOOLS AND MATERIALS

Telephone message board
Telephone message pad
Pencil/pen
Teletrainer

BACKGROUND KNOWLEDGE

Basic knowledge of telephone communication.

SAFETY

Secure telephone cords and wires to prevent tripping.

ATTITUDES

Recognize importance of verifying all information
Recognize importance of recording all the details.
Speak in a courteous manner

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   a. Lecture (small group): Facilitator identifies equipment and materials.
   b. Facilitator demonstrates procedure for taking and disseminating telephone messages.
   c. Practice activities # 1and 2
   d. Hands on practice-role playing using Teletrainer.
2. EVALUATION
   Performance Tests
3. RESOURCES
   a. Information, Operation, Job and Activity Sheets
   b. Facilitator
   c. New York Telephone "Teletrainer"

J.R.ESL

1. LEARNING STRATEGIES
   Facilitator demonstrates how to verify names by using polite requests and spelling individual letters, Activity Sheets #1,2,3,4 and 5.
2. EVALUATION
   Performance Tests
3. RESOURCES
   a. Facilitator
   b. Activity Sheets
   c. New York Telephone "Teletrainer"

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

INFORMATION SHEET

INTRODUCTION: TAKE AND DISSEMINATE TELEPHONE MESSAGES

A. TAKING TELEPHONE MESSAGES

Receptionists handle quite a few telephone calls every day. In addition to giving information to callers, they also have to know how to record information.

Receptionists are a lot like newspaper reporters; they're good listeners, they ask the right questions, and they get all the important details.

B. TIPS FOR GETTING DETAILS

1. Get the caller's name and the person he or she wishes to speak to.
2. Get as many locational details as possible-the caller's company name and/or address and phone number.
3. Ask the caller to spell all names. Don't take any spellings for granted.
4. Repeat the information as the caller gives it to you. If you don't understand the message, say so.
5. Try to get the essential details.
6. Verify all information before you hang up.

C. RECORDING THE DETAILS

1. Whom is the message for?
2. When did the person call?
3. Who called?
4. Where can caller be reached?
5. Don't forget to note the area code.
6. Messages are brief and include only the important details.
7. Sign or initial the message with your name.

D. ALWAYS REMEMBER

1. Write down every message completely and put it in a conspicuous place as determined by office rules and regulations.
2. Check the accuracy of names and numbers received over the telephone by repeating them very clearly .
3. Be brief, courteous, and businesslike.
4. When another is telephoning, stop typing if it seems to interfere with his hearing the message.
5. Keep an index of frequently called numbers beside the telephone.

TASK #9

INFORMATION SHEET
p. 2

E. CALLS FOR THE BOSS

1. When someone calls your boss, you should ask for his name and company.
2. Then you should put him on hold while you tell your boss who's calling.
3. If your boss is too busy to take the call, you should take a message.
4. You should also take a message when your boss is in conference. Use a message pad. Keep it next to the telephone.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

INFORMATION SHEET: TELETRAINER

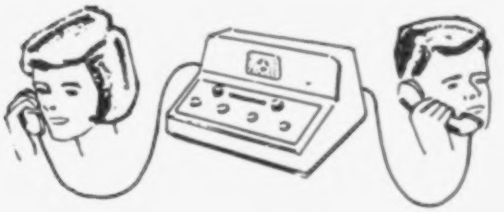
INTRODUCTION:

Using the Teletrainer

1. Introducing the Teletrainer

The Teletrainer consists of two activated telephones and a loudspeaker-control unit. It provides dial tone, ringing and busy signals. This "live" telephone equipment is an aid in creating realistic classroom situations for practice in developing conversational skills.

Model of Teletrainer



Students using the telephones should face AWAY FROM each other and the class, so that they . . . .

- rely on voice-to-voice methods of conveying ideas and creating impressions.
- are not distracted or influenced by expressions of others.

Each telephone is especially equipped with a cord 25 feet in length so that the instruments can be placed well apart in the classroom.

RESOURCE: Teletraining for Business Studies, AT&T, 1965.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

FACILITATOR WORKSHEET: TELETRAINER/ROLE-PLAYING

DIRECTIONS

Use of the Teletrainer: The calls are designed to be used with the Teletrainer. It consists of two activated telephones attached to a loudspeaker, allowing all members of the class to participate by listening to the practice sessions. A realistic situation is created by having students face away from each other and the class.

Practice Calls: These calls provide dialogue and relate to office situations. Each call is intended to accomplish specific techniques.

In order to provide practice in handling office telephone calls, a scene has been selected around which a series of incoming calls have been centered. The calls may be role-played in sequence or developed independently of one another.

Practice Situations: Office situations where students supply the dialogue . provide additional practice, to reinforce techniques covered in practice calls, and to help meet the goal — to express oneself adequately, coherently and effectively. These situations provide the information needed to answer a call in a realistic manner.

RESOURCE: Teletraining for Business Studies, AT&T, 1965.

TASK #9

TECHNICAL TERMS

ANSWER:	a spoken or written reply to a question or request.
AREA CODE:	three digits preceding the telephone number pertaining to state and region.
COLLECT CALL:	a call placed through an operator which is charged to the person being called.
CONVERSATION:	formal or informal interchange of thoughts by spoken words.
CUT OFF:	to intercept; to interrupt; to bring to a sudden end.
DISSEMINATE:	to disperse throughout, to spread widely.
HANG UP:	to break off telephonic communication.
INCOMING CALLS:	telephone calls coming in; entering.
INFORMATION:	knowledge communicated or received concerning some fact or circumstance.
INTERCOM:	an interoffice communication system.
LONG DISTANCE:	U.S. telephone service between distant points.
MESSAGE:	a communication, as of information, advice, or direction transmitted through a messenger or other agency.
MESSAGE PAD:	a number of sheets of paper held together at the edge to form a tablet and which are used for written communication.
PERSON-TO-PERSON:	a call placed from one specific person to another through a telephone operator.
SCREEN:	to shelter or protect (screening calls and visitors).
PUT ON HOLD:	one feature of telephone service which allows temporary interruption of spoken communication.
RECEIVER:	a device or apparatus which receives electrical signals or wave-, and makes them perceptible to the senses, as the part of a telephone held to the ear.
RECEPTIONIST:	a person employed to receive callers and with the knowledge and ability to handle telephonic communication.
VERIFICATION:	to prove to be true; confirmation.

TASK #9
ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Request Information

DIRECTIONS: Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.

Substitutions

Could/to
office
telephone
wish/ring him for you.
Yes, please.
Don't mention it.

	DIALOGUE		REVISED DIALOGUE
A:	*May* I speak *with* David Jones, please?	A:	_____ I speak__ David Jones, please?
B:	He works in another *building*.	B:	He works in another _____.
A:	Would you give me his *phone* number, please?	A:	Would you give me his________ number,pleas
B:	If you *like*, I can *connect you*.	B:	If you ____, I can ____ ___ ___ ___.
A:	*Fine*. Thank you very much.	A:	___, _____. Thank you very much.
B:	*Not at all, sir*.	B:	____ _______ __.

NAME______________________________ DATE_____________________

RESOURCE: Adapted from On Speaking Terms, Collier MacMillan

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Request Information

DIRECTIONS: Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.

Substitutions

Could/to
office
telephone
wish/ring him for you.
Yes, please.
Don't mention it.

	DIALOGUE		REVISED DIALOGUE
A:	*May* I speak *with* David Jones, please?	A:	Could I speak to David Jones, please?
B:	He works in another *building*.	B:	He works in another office .
A:	Would you give me his *phone* number, please?	A:	Would you give me his telephone number, please?
B:	If you *like*, I can *connect you*.	B:	If you wish, I can ring him for you.
A:	*Fine*. Thank you very much.	A:	Yes , please . Thank you very much.
B:	*Not at all, sir*.	B:	Don't mention it.

NAME ______________________ DATE ________________

RESOURCE: Adapted from On Speaking Terms,
Collier MacMillan

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #2: J.R.ESL

COMMUNICATIVE TASK: Request information
Report information
Utilize writing skills
Seek clarification

DIRECTIONS: 1. Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.
2. Write the message for the original dialogue on the message form below.

Substitutions

there
he stepped out/give him
Drug Company
again
telephone
remainder
Will he be
Would you like
Could

DIALOGUE

A: Hello, is Mr. Johnson *in?*
B: No, I'm sorry *he's not in right now.* Can I *take* a message?
A: Yes, could you tell him Mr. Watson of Mason *Drugs* called?
B: Yes. Should I tell him that you'll call *back*, or do you want him to *call* you?
A: Let's see. I'm going to be out of the office for the *rest* of the day. *Is he* free tomorrow morning?
B: Yes, he is. *Do you want* him to call you?
A: No, that's O.K. *What if* I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you, Good-bye.
B: Good-bye.

TO: ______________

While You Were Out

____
OF ______________
PHONE NO. ______________ EXT. ______________
☐ TELEPHONED ☐ WILL CALL AGAIN
☐ RETURNED YOUR CALL ☐ CAME TO SEE YOU
☐ PLEASE PHONE ☐ WANTS TO SEE YOU

____
____
____

TAKEN BY	DATE	TIME

FORM [illegible]

REVISED DIALOGUE

A: Hello, is Mr. Johnson ____?
B: No, I'm sorry __ ______ ___. Can I ____ ___ a message?
A: Yes, could you tell him Mr. Watson of the Mason ____ _______ called?
B: Yes. Should I tell him that you'll call _____?
A: Let's see. I'm going to be out of the office for the _______ of the day. ____ __ __ free tomorrow morning?
B: Yes, he is. _____ ___ ____ him to call you?
A: No, that's o.k. _____I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you; good-bye.
B: Good-bye.

NAME ______________ DATE ______________

RESOURCE: On Speaking Terms, Collier/MacMillan.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #2: J.R.ESL

COMMUNICATIVE TASK: Request information
Report information
Utilize writing skills
Seek clarification

DIRECTIONS: 1. Read the dialogue. Use the list of substitutions for the italicized words in the blank spaces provided for in the revised dialogue.
2. Write the message for the original dialogue on the message form below.

Substitutions

- there
- he stepped out/give him
- Drug Company
- again
- telephone
- remainder
- Will he be
- Would you like
- Could

DIALOGUE

A: Hello, is Mr. Johnson *in?*
B: No, I'm sorry *he's not in right now.* Can I *take* a message?
A: Yes, could you tell him Mr. Watson of Mason *Drugs* called?
B: Yes. Should I tell him that you'll call *back,* or do you want him to *call* you?
A: Let's see. I'm going to be out of the office for the *rest* of the day. *Is he* free tomorrow morning?
B: Yes, he is. *Do you want* him to call you?
A: No, that's O.K. *What if* I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you, Good-bye.
B: Good-bye.

TO:

While You Were Out

OF

PHONE NO. ________ EXT. ________

☐ TELEPHONED ☐ WILL CALL AGAIN
☐ RETURNED YOUR CALL ☐ CAME TO SEE YOU
☐ PLEASE PHONE ☐ WANTS TO SEE YOU

TAKEN BY	DATE	TIME

FORM 91-50940

REVISED DIALOGUE

A: Hello, is Mr. Johnson there?
B: No, I'm sorry he stepped out.Can I give him a message?
A: Yes, could you tell him Mr. Watson of the Mason Drug Company called?
B: Yes. Should I tell him that you'll call again ?
A: Let's see. I'm going to be out of the office for the remainder of the day. Will he be free tomorrow morning?
B: Yes, he is. Would you like him to call you?
A: No, that's o.k. Could I call tomorrow around ten?
B: Tomorrow at ten? That would be fine.
A: Thank you; good-bye.
B: Good-bye.

NAME ____________________ DATE ____________

RESOURCE: On Speaking Terms, Collier/MacMillan.

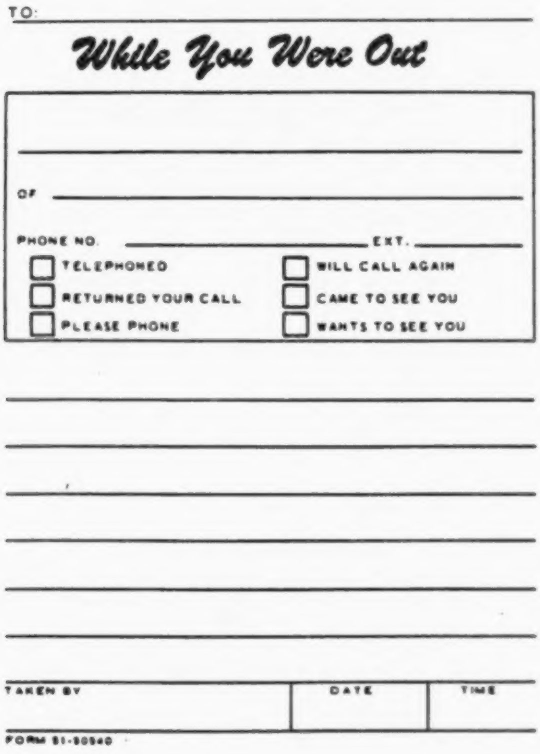
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Wh and Y/N questions
Modals for polite requests
Seek clarification

DIRECTIONS: For the numbered sections, 1-5, of the message form below, write at least one question corresponding to the information which would be reported at each line number. (Include modals where possible).

Ex. Line 1: Could you please tell me who's calling?
or
May I have your name, please?



TO: ____________________

While You Were Out

1. ____________________

2. OF ____________________

3. PHONE NO. ______________ EXT. ________

4. ☐ TELEPHONED ☐ WILL CALL AGAIN
☐ RETURNED YOUR CALL ☐ CAME TO SEE YOU
☐ PLEASE PHONE ☐ WANTS TO SEE YOU

5. ____________________

TAKEN BY	DATE	TIME

FORM 51-90540

1. May I have your name, please?

2. ____________________.

3. ____________________.

4. ____________________.

5. ____________________.

NAME ____________________ DATE ______________

TASK #9
ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Wh and Y/N questions
Modals for polite requests
Seek clarification

DIRECTIONS: For the numbered sections, 1-5, of the message form below, write at least one question corresponding to the information which would be reported at each line number. (Include modals where possible).

Ex. Line 1: Could you please tell me who's calling?
or
May I have your name, please?

TO: ____________________

While You Were Out

1. ____________________
2. OF ____________________
3. PHONE NO. __________ EXT. _____
4. ☐ TELEPHONED ☐ WILL CALL AGAIN
☐ RETURNED YOUR CALL ☐ CAME TO SEE YOU
☐ PLEASE PHONE ☐ WANTS TO SEE YOU
5. ____________________

TAKEN BY	DATE	TIME

FORM 51-50340

1. May I have your name, please?
2. Will you please repeat your company name?
3. Would you please give me your telephone number?
4. Will you be calling Mr.----- later today?
5. Could you tell me what this is in reference to?

NAME ____________________ DATE __________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #4 J.R.E SL

FACILITATOR WORKSHEET

COMMUNICATIVE TASK: Utilize writing skills, listening skills and spelling (individual letters)

DIRECTIONS: The facilitator will read, then spell out the following list of names to the participants, who will write them on the attached sheet.

1. George Jensen
2. Gerry Hinman
3. Mario D'Aiuto
4. Karen Jackson
5. Carmen Figueroa
6. Eileen J. Ong
7. Charles Daskilakis
8. Walter E. Zerba
9. Ian J. Van Ek
10. Mary Brown

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Utilize writing skills, listening skills, and spelling (individual letters)

DIRECTIONS: The facilitator will read, then spell out 10 names from a list. You will write each name on the spaces provided on this sheet.

1. ______________________________
2. ______________________________
3. ______________________________
4. ______________________________
5. ______________________________
6. ______________________________
7. ______________________________
8. ______________________________
9. ______________________________
10. ______________________________

NAME ______________________________ DATE __________________

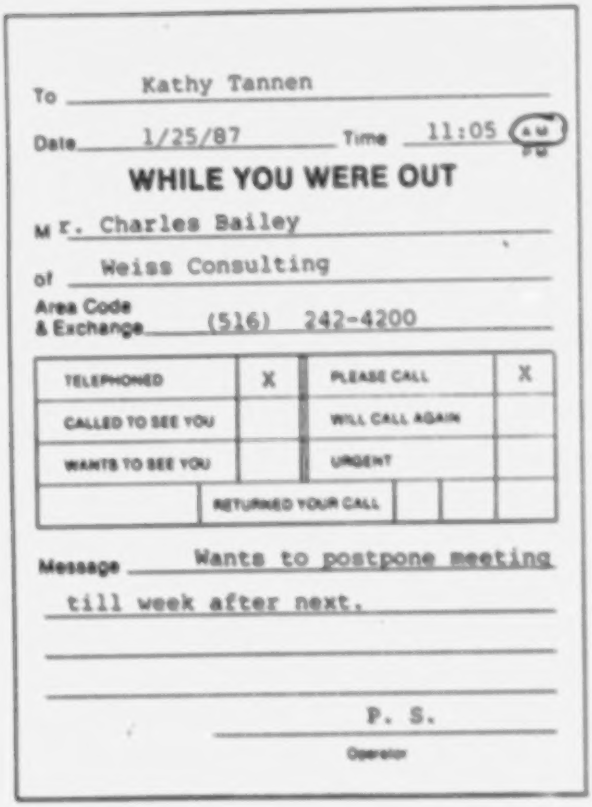
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #5: J.R.ESL

COMMUNICATIVE TASK: Report factual information
Seek clarification
Utilize writing skills

DIRECTIONS: A. Consult the completed message form to help you fill in the blanks in the attached dialogue.

B. Practice the completed dialogue with a partner using the New York Telephone Company's "Teletrainer".



To Kathy Tannen

Date 1/25/87 Time 11:05 [✓ AM] PM

WHILE YOU WERE OUT

Mr. Charles Bailey

of Weiss Consulting

Area Code & Exchange (516) 242-4200

TELEPHONED	X	PLEASE CALL	X
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	
	RETURNED YOUR CALL		

Message Wants to postpone meeting till week after next.

P. S.
Operator

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9
ACTIVITY SHEET #5: J.R.ESL
p. 2

COMMUNICATIVE TASK: Report factual information
Seek clarification
Utilize writing skills

DIRECTIONS: Fill in the blanks in the following conversation:

A: Long Island Savings Bank. Kathy Tannen's office.

B: May __ please speak to Ms. Tannen?

A: I'm sorry. She's not available right now. Can __ take a _______?
I can have her _____ you later.

B: Yes, I'll leave a message.

A: _____ I ask who's calling, please?

B: This is Charles Bailey from Weiss Consulting.

A: ______ you like to give me _____ ________ number?

B: It's area code 516/242-4200. And the message is for her to call me about the meeting we have scheduled for next week. I'd like to postpone it until the week after.

A: That's area code ____ ________ ______. You want her to ____ ____ about the _______ next week.

B: That's correct.

A: Thank you. I'll _____ her ____ you.

B: Thanks. Good-bye.

NAME________________________________ DATE____________________

TASK #9
ACTIVITY SHEET #5: J.R.ESL
p. 2

COMMUNICATIVE TASK: Report factual information
Seek clarification
Utilize writing skills

DIRECTIONS: Fill in the blanks in the following conversation:

A: Long Island Savings Bank. Kathy Tannen's office.

B: May I please speak to Ms. Tannen?

A: I'm sorry. She's not available right now. Can I take a message ?
I can have her call you later.

B: Yes, I'll leave a message.

A: May I ask who's calling, please?

B: This is Charles Bailey from Weiss Consulting.

A: Would you like to give me your telephone number?

B: It's area code 516/242-4200. And the message is for her to call me about the meeting we have scheduled for next week. I'd like to postpone it until the week after.

A: That's area code 516/ 242- 4200 . You want her to call you about the meeting next week.

B: That's correct.

A: Thank you. I'll have her call you.

B: Thanks. Good-bye.

NAME ______________________________ DATE ____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS: Answer all of the following questions.

A. Put a check next to each task that a receptionist might do.

_____ operate a switchboard
_____ show hospital patients to the appropriate waiting room
_____ make appointments for some visitors
_____ interview job applicants
_____ type letters when not seeing visitors
_____ decide which visitors to admit to the office
_____ ask office guests their names and addresses
_____ supervise other employees
_____ greet people in a professional manner
_____ purchase pencils from salesmen

B. Name 3 things you would ask the caller to repeat or spell out.

1. ______________________________

2. ______________________________

3. ______________________________

C. Name 4 important details you need to know in order to take a message?

1. ______________________________

2. ______________________________

3. ______________________________

4. ______________________________

NAME ______________________ DATE ______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS: Answer all of the following questions.

A. Put a check next to each task that a receptionist might do.

✓ operate a switchboard
___ show hospital patients to the appropriate waiting room
✓ make appointments for some visitors
___ interview job applicants
✓ type letters when not seeing visitors
✓ decide which visitors to admit to the office
✓ ask office guests their names and addresses
___ supervise other employees
✓ greet people in a professional manner
___ purchase pencils from salesmen

B. Name 3 things you would ask the caller to repeat or spell out.

1. Name
2. Company name and address.
3. Telephone number

C. Name 4 important details you need to know in order to take a message?

1. Name of caller.
2. Telephone number of caller.
3. Name of person being called.
4. Time and date of telephone call.

NAME ______________________ DATE ______________

TASK #9

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Answer the following in complete sentences.

1. What does it mean to "verify all information" before hanging up?

____

____

2. When someone calls to speak to your boss and he/she is in conference, what do you do?

____

____

3. What kind of information is essential when recording a telephone message?

____

____

4. Name three basic qualities of good communication that should be present in taking telephone messages.

____

____

5. What should you do once you have answered a call and recorded the message?

____

____

NAME__________________________ DATE______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Answer the following in complete sentences.

1. What does it mean to "verify all information" before hanging up?

   To verify all information before hanging up means to make certain that you have notated all details; correct name, telephone number, spelling, and that the caller has confirmed them.

2. When someone calls to speak to your boss and he/she is in conference, what do you do? You explain to the caller that your boss is in a meeting, and that you would take a message and will see that he gets it.

3. What kind of information is essential when recording a telephone message?

   Name, company, telephone number and message of caller. Note time and date of call; initial the message you have taken.

4. Name three basic qualities of good communication that should be present in taking telephone messages.

   Courtesy, friendliness, businesslike.

5. What should you do once you have answered a call and recorded the message?

   Distribute messages to appropriate persons.

NAME ______________________________ DATE ______________

TASK #9

ATTACHMENT
STEPS AND TECHNICAL KNOWLEDGE

1. Have message pad, writing materials on desk next to phone.
2. Answer phone by the third ring.
3. Identify your organization.
4. Identify yourself.
5. Ask caller, "May I help you?"
6. If person being called is not in the office, offer to help or take message.
7. Listen to caller carefully.
8. Verify all the important details such as, caller's name, company, area code, phone number, extension (if any).
9. Write message in brief, clear, concise manner.
10. Attach the message to the message board under the name of the person for whom the call was intended.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

OPERATION SHEET #1

OPERATION: TAKE AND DISSEMINATE TELEPHONE MESSAGE

I. MATERIALS

a. Teletrainer

b. Message pad

c. Pencils and/or pens

d. Teletrainer

II. PROCEDURE

1. Have message pad, writing materials on desk next to phone.
2. Answer phone by the third ring.
3. Identify your organization.
4. Identify yourself.
5. Ask caller, "May I help you?"
6. If person being called is not in the office, offer to help or take message.
7. Listen to caller carefully.
8. Verify all the important details such as, caller's name, company, area code, phone number, extension (if any).
9. Write message in brief, clear, concise manner.
10. Attach the message to the message board under the name of the person for whom the call was intended.

TASK #9

OPERATION SHEET #2

OPERATION: OPERATING THE TELETRAINER

PREPARATION

- Place control unit on table, with speaker (side opposite controls) facing the class.
- Attach telephones to control unit. (Plugs fit only one way.)
- Plug power cord into AC outlet only.
- Turn switch to ON.
- Adjust VOLUME control so that all in the room can hear.
- Move telephones farther from unit if a feedback "howl" develops.

PROCEDURES FOR TELETRAINER OPERATOR

- Depress DIAL TONE control when caller lifts telephone receiver.
- Release this control when caller begins to dial.
- Depress RING LEFT or RING RIGHT control, as appropriate, when dialing has been completed.
- Release this control when telephone is answered.

For variation, the Teletrainer operator may . . . .

- depress BUSY SIGNAL control after dialing has been completed. (The alert caller will recognize the signal and act accordingly—hang up the receiver, wait a short while, and re-dial the number.)
- delay providing dial tone. (The caller should be aware that he must wait for dial tone before dialing.)

Note: To gain freedom for observation and supervision, teachers usually select a student to operate the Teletrainer. The operation is as simple as tuning in a TV channel and requires little instruction.

RESOURCE: Teletraining for Business Studies, AT&T, 1965.

TASK #9

JOB SHEET
EVALUATION

DIRECTIONS: You will be given a telephone message pad and the use of the Teletrainer. The facilitator will assume the role of the "Caller" and will make three (3) telephone calls to you ("Person Called") which involve situations similar to those which occur in a business office. You must answer the telephone calls, write down the messages on the message pad and attach each message on the message board under the name of the person for whom the message was intended.

SITUATION #1:

Caller: (Facilitator)

Your name is Norma Treadon. Call the Standard Insurance Company to find out from your agent, Mr. Jones, if your application for an automobile insurance policy has been approved. If Mr. Jones is not available, leave your name and number so that he can return the call.

Person Called: (Participant)

You work for the Standard Insurance Company. During the lunch hour you have been asked to answer the telephone for Mr. Jones, one of the insurance agents. A call comes in on his line. Since you are not able to help the caller, offer to take a message.

SITUATION #2:

Caller: (Facilitator)

Your name is Lillian Lopez. Call Arlene Rodriguez at the Hispanic Women's Center to reschedule a meeting with her.

Person Called: (Participant)

You are Carmen Garcia, Ms. Rodriguez's secretary. You advise the caller that Ms. Rodriguez is in conference and cannot be disturbed, but that you will take a message and have Ms. Rodriguez return the call.

TASK #9

JOB SHEET
EVALUATION
p. 2

SITUATION #3:

Caller: (Facilitator)

You are Geraldine Marrero, order clerk, at Ace Office Supplies. You are calling Excellent Sales Company to advise them of the delivery date of their order for office supplies.

Person Called: (Participant)

Your name is Mary Josephs. You are the receptionist at the Excellent Sales Company. There is no one in the purchasing department to speak to Ms. Marrero. Since you cannot help the caller offer to take a message.

TASK #9

JOB SHEET
FACILITATOR WORKSHEET: TELETRAINER/ROLE-PLAY
EVALUATION
DIRECTIONS: Using the Teletrainer, the facilitator and the participants are to provide the dialogue for the three (3) "situations" found below.
The facilitator will assume the role of "Caller" and the participant will assume the role of "Person Called".
The facilitator should be able to vary the information given to the participant in each call in order to elicit various responses and messages. This will avoid duplication in the performance of the task.

NOTE: Make certain that the participant understands the role which role he or she will play.
Test small groups at a given time.

SITUATION #1:

Caller: (Facilitator)

Your name is Norma Treadon. Call the Standard Insurance Company to find out from your agent, Mr. Jones, if your application for an automobile insurance policy has been approved. If Mr. Jones is not available, leave your name and number so that he can return the call.

Person Called: (Participant)

You work for the Standard Insurance Company. During the lunch hour you have been asked to answer the telephone for Mr. Jones, one of the insurance agents. A call comes in on his line. Since you are not able to help the caller, offer to take a message.

SITUATION #2:

Caller: (Facilitator)

Your name is Lillian Lopez. Call Arlene Rodriguez at the Hispanic Women's Center to reschedule a meeting with her.

Person Called: (Participant)

You are Carmen Garcia, Ms. Rodriguez's secretary. You advise the caller that Ms. Rodriguez is in conference and cannot be disturbed, but that you will take a message and have Ms. Rodriguez return the call.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

JOB SHEET
FACILITATOR WORKSHEET: TELETRAINER/ROLE-PLAY
EVALUATION
p. 2

SITUATION #3:

Caller: (Facilitator)

You are Geraldine Marrero, order clerk, at Ace Office Supplies. You are calling Excellent Sales Company to advise them of the delivery date of their order for office supplies.

Person Called: (Participant)

Your name is Mary Josephs. You are the receptionist at the Excellent Sales Company. There is no one in the purchasing department to speak to Ms. Marrero. Since you cannot help the caller offer to take a message.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #9

PERFORMANCE TEST (one test sheet for each call)

TASK: Take and disseminate telephone messages

Directions: Demonstrate mastery of taking a message on a telephone.

This test evaluates your ability to: answer 3 telephone calls, take and disseminate the messages. You will be using a Teletrainer. You must answer 3 separate calls, take and disseminate the messages with 100% accuracy.

No. Your performance will be evaluated using the items below. All must be "YES"

	YES	NO
Beginning of the Call		
1. Answered promptly and pleasantly. (Good morning...)		
2. Gave proper identification.		
Development of the Call		
1. Was attentive; displayed personal interest.		
2. Used good judgment in deciding how to handle the situation.		
3. Was alert to opportunities to be of assistance (transfer, call-back, message).		
4. Volunteered helpful information.		
5. Gave explanations effectively.		
6. Made inquiries tactfully. (May I...? Would you like?)		
7. Was prepared to take a message.		
8. Recorded necessary information carefully.		
9. Verified information (spelling, figures, etc.).		
10. Used proper techniques when necessary to leave the line.		
Closing of the Call		
1. Left a pleasing impression at the close of the call.		
2. Was certain that the conversation had been completed before replacing the receiver.		
Voice Personality		
1. Spoke distinctly, directly into the mouthpiece.		
2. Used correct grammar; avoided using slang.		
3. Injected polite expressions (please, thank you).		
4. Reflected a friendly, sincere manner.		
5. Acted with poise and confidence.		
6. Gave the caller a feeling of assurance.		
7. Represented the business courteously and efficiently.		
*Message disseminated (attached to message board).		

Trainee	Date	Attempts	Instructor's Signature

*The facilitator will verify that the messages have been properly disseminated (atttached to the message board under the name of the person for whom the call was intended.

RESOURCE: Adapted from Teletraining for Business Studies, AT&T, 1965.

TASK # 10
OBTAIN ZIP CODES BY TELEPHONE FROM THE POST OFFICE

TASK #10

RELATED COMMUNICATIVE TASK: Understand directions, request information and report information.

VOCATIONAL TASK: #10 Obtain zip codes by telephone from the Post Office.

PERFORMANCE OBJECTIVE: Given the name and partial addresses of five persons in NYC and a telephone, obtain the zip codes of five persons from the post office with 100% accuracy in 5 minutes.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Zip Code + 4 Zip Code Zip Code Directory Information Directions Telephone Directory Request Report	COMMUNICATIVE SKILLS Active: speaking writing Passive: listening reading FUNCTIONS Request information. Understand numbers.	Interrogatives Numbers

TOOLS AND MATERIALS
- Telephone
- Paper
- List of names and partial addresses
- Pencils

BACKGROUND KNOWLEDGE
- Definition and purpose of Zip Codes
- How to seek and report information received over the phone.

SAFETY

Secure telephone wires to prevent tripping.

ATTITUDES

Remember that mail is delivered faster when Zip Code is included in address; do not post mail without a Zip Code.

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   a. Facilitator identifies tools and materials.
   b. Facilitator demonstrates procedures for obtaining ZIP codes by telephone.
   c. Practice activities # 1, 2
   d. Hands-on practice using HACER INC business phone.

2. EVALUATION

   Performance Test

3. RESOURCES
   a. Facilitator.
   b. Information,Operation,Activity and Job Sheets
   c. United States Postal Service
   d. HACER INC. business office
   e. NYNEX Information Resources Company

J.R.ESL

1. LEARNING STRATEGIES
   a. Facilitator lectures (small group) on Technical terms using Information Sheets.
   b. Practice language functions and structures, Activity Sheets #1,2.

2. EVALUATION

   Written Test

3. RESOURCES
   a. Facilitator
   b. Activity Sheets
   c. United States Postal Service

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
INFORMATION SHEET:#1 **Obtain ZIP CODES by telephone.**

I. INTRODUCTION

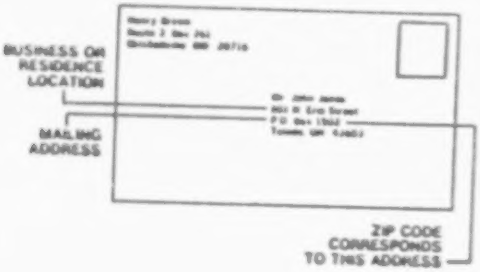
ZIP codes are used to help get letters to people faster. ZIP codes are important because they show the number of the post office that delivers your mail. It's easier and quicker to sort the mail by numbers than by addresses.

It's always a good idea to use the ZIP code in an address. Your ZIP code should be included in your return address.

You may find ZIP codes when you need them by purchasing a ZIP code directory from any post office, phoning your local post office for ZIP code information, or by looking in the yellow pages of the telephone directory which have the local ZIP codes listed.

Remember that mail should be specifically addressed to the place where the post office is to deliver it. Mail bearing both a street address and post office box number will be distributed for delivery in accordance with the address shown on the line immediately preceding the city and **state** of destination. The ZIP code must correspond with the unit (box location or street address) through which delivery is to be effected. The requirements of this paragraph are also applicable to return addresses on mail matter.

Example:


BUSINESS OR RESIDENCE LOCATION
MAILING ADDRESS
ZIP CODE CORRESPONDS TO THIS ADDRESS

HACER INC./HISPANIC WOMEN'S CENTER

BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET #1
p. 2

The ZIP Code is very important in the processing and delivery of your mail, and you should always include it on your mail-both in your return address and in the mailing address. If you need ZIP Code information, call your post office.

Postal Information No. 967-8585

Delivery Information

STATION	ZIP CODE	TELEPHONE NO.
J.A.F. Building	10001-9998	330-2908
Ansonia	10023-9998	362-7486
Audubon	10032-9998	568-3311
Bowling Green/Trinity	10004-9998	264-8778
Canal Street/Prince	10013-9998	925-3378
Cathedral	10025-9998	662-9191
Church Street	10007-9998	330-5247
College	10030-9998	283-2235
Colonial Park	10039-9998	368-4211
Cooper	10003-9998	254-1389
Fort George	10040-9998	942-0052
Franklin D. Roosevelt	10022-9998	330-5549
Gracie	10028-9998	988-6681
Grand Central	10017-9998	826-4677
Hamilton Grange	10031-9998	281-8401
Hell Gate	10029-9998	534-2211
Inwood	10034-9998	567-3032
Knickerbocker	10002-9998	227-0089

Delivery Information

STATION	ZIP CODE	TELEPHONE NO.
Lenox Hill	10021-9998	879-4401
Lincolnton	10037-9998	281-9781
Madison Square	10010-9998	673-3771
Manhattanville	10027-9998	662-1902
Morningside	10027-9998	662-1901
Midtown	10018-9998	944-6598
Murray Hill	10016-9998	689-1124
Old Chelsea	10011-9998	675-2415
Peck Slip	10038-9998	964-1055
Peter Stuyvesant	10009-99998	677-2112
Planetarium	10024-9998	873-3701
Radio City	10019-9998	265-6673
Times Square	10036-9998	244-0111
Triborough	10035-9998	534-0865
Village	10014-9998	989-9741
Wall Street	10005-9998	269-2161
Washington Bridge	10033-9998	568-7601

ZIP + 4 Code

In 1983, the Postal Service implemented a voluntary expanded ZIP Code called ZIP + 4. It is composed of the original 5-digit code plus a 4-digit add-on.

Use of the 4-digit add-on number is voluntary. However, it helps the Postal Service direct mail efficiently and accurately. Even if you prefer not to use your 4-digit add-on number, use of the regular 5-digit ZIP Code helps prevent delays.

The 4-digit add-on number identifies a geographic segment within the five-digit delivery area, such as: a city block; an office building; an individual high-volume mailer; or any other separate designation that may be appropriate to efficient mail sortation and delivery. This reduces the number of handlings, thus significantly decreasing the margin for human error and the possibility of misdeliveries. It also will lead to better control over postal costs and, in turn, postage rate stability.

ZIP + 4 is intended for use primarily by business mailers who prepare their mail with typewritten, machine-printed or computerized addressing formats which can be *read* by the Postal Service's automated scanners during processing. Mailers who qualify receive a rate discount on nonpresorted ZIP + 4 mailings of at least 250 pieces and on presorted ZIP + 4 mailings of at least 500 pieces.

RESOURCE: A Consumer's Directory of Postal Services and Products, U.S. Postal Service

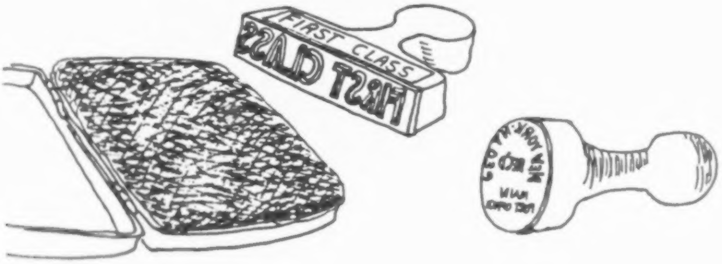
TASK #10
INFORMATION SHEET: # 2 THE POST OFFICE

* INSIDE THE POST OFFICE

* Personnel

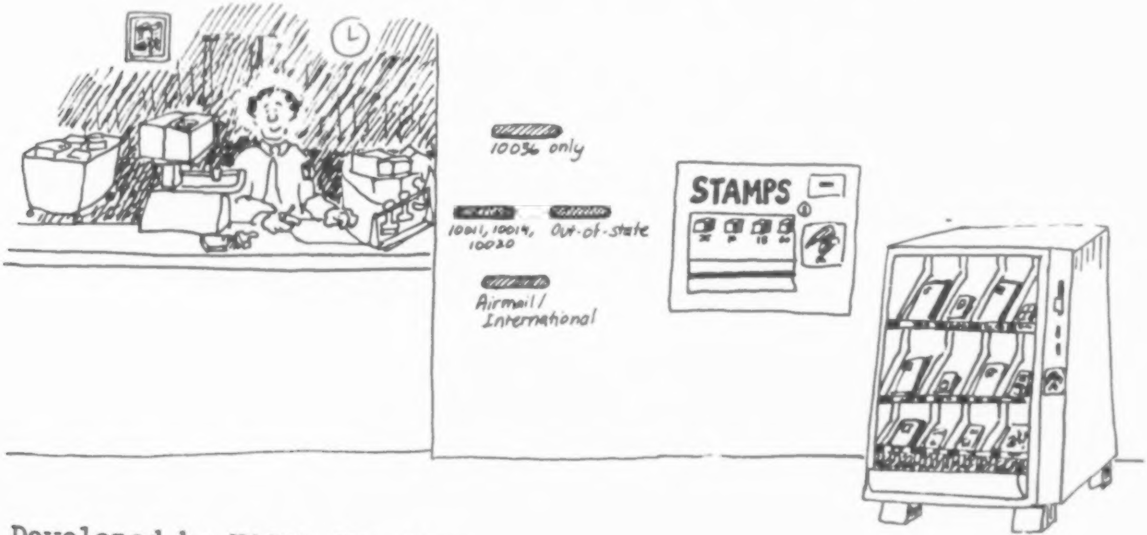
The employees which work at a counter or a window in the post office are called postal clerks. These are the people who wait on you, sell you stamps, give you information, weigh your packages, and so on. The person in charge of the post office is called the postmaster or postmistress.

* Each postal clerk usually has a scales -- to weigh letters and packages, forms for all the different services, and a set of stamps -- to mark letters and packages with special information. The ink for these stamps comes from stamp pads.



* STAMP MACHINES

* You can buy stamps at the counter in the post office from one of the postal clerks, or from a vending machine. Most larger post offices have several vending machines, where you can buy stamps, stamped envelopes, and stamped postcards at cost. Private stores or public places sometimes have stamp machines which charge more than the actual price of the stamps, but this is not the case with the machines at the post office. These machines only charge what the stamps themselves cost.

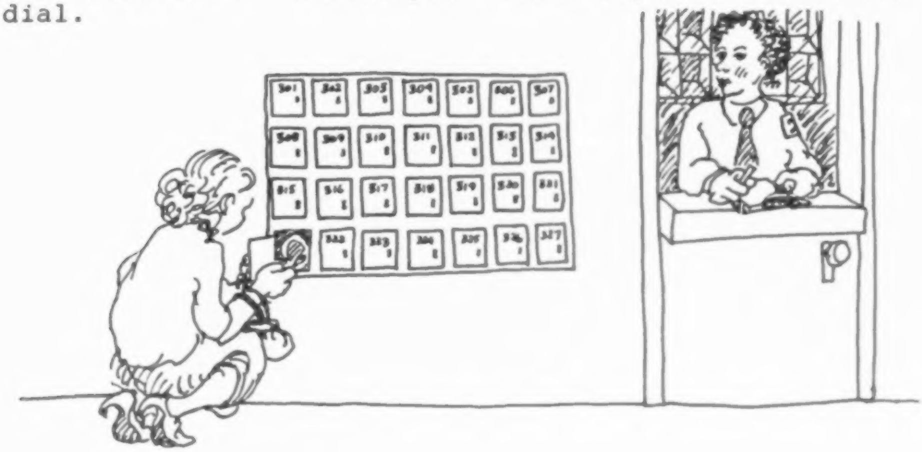


HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
INFORMATION SHEET #2 THE POST OFFICE
Page 2

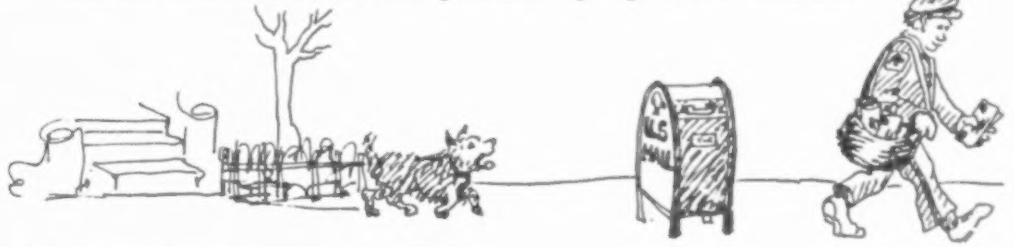
* POST OFFICE BOXES

* Many businesses and private individuals rent post office boxes at their branch post office instead of having their mail delivered. These open with a key or with a combination dial.



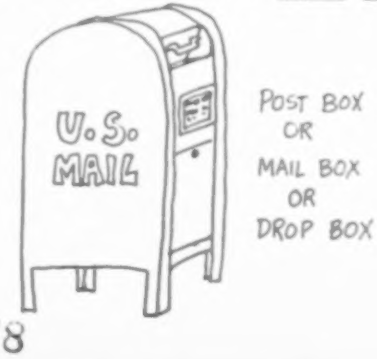
* MAIL DELIVERY

* Mail is delivered by postal employees called mail carriers who carry their packages and letters in a mail bag or mail pouch. They also pick up mail along their route and carry it back to the post office or to storage boxes along the route where it can be picked up by mail trucks.



* POSTING MAIL

* You post mail by dropping it off at the post office in the appropriate slot, or you can drop it in a mail box in the street.



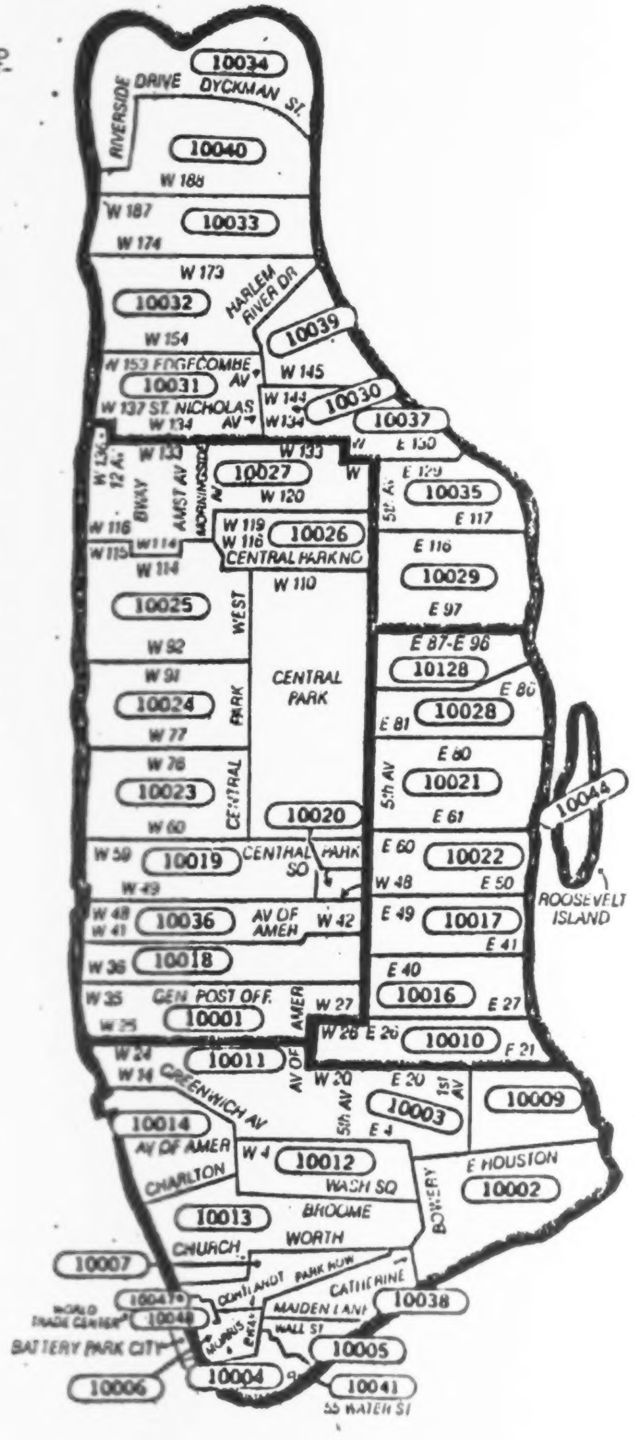
Developed by HACER INC. 1979

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
INFORMATION SHEET: MANHATTAN ZIP CODE MAP

#3

Station	Tel.	ZIP
J.A.F. BUILDING 421 8th Ave	330-3[illegible]	10001
KNICKERBOCKER 128 E Broadway	227-[illegible]	10002
COOPER 93 4th Ave	254-1[illegible]	10003
BOWLING GREEN 25 Broadway	344-[illegible]	10004
WALL STREET 73 Pine St	269-3161	10005
CHURCH 90 Church St	330-5[illegible]	10007
PETER STUYVESANT 432 E 14th St	677-2112	10009
MADISON SQUARE 149 E 23rd St	673-5771	10010
OLD CHELSEA 217 W 18th St	675-[illegible]	10011
PRINCE 103 Prince St	925-[illegible]	10012
CANAL STREET 350 Canal St	925-[illegible]	10013
VILLAGE 201 Varick St	989-[illegible]	10014
MURRAY HILL 115 E 34 St	686-1[illegible]	10016
GRAND CENTRAL 450 Lexington Ave	[illegible]	10017
MIDTOWN 221 W 38th St	[illegible]	10018
RADIO CITY 322 W 52nd St	265-[illegible]	10019
ROCKEFELLER CENTER 610 5th Ave	265-[illegible]	10020
LENOX HILL 217 E 70th St	879-[illegible]	10021
FRANKLIN D. ROOSEVELT 909 Third Ave	330-[illegible]	10022
ANSONIA 1990 Broadway	362-7[illegible]	10023
PLANETARIUM 127 W 83rd St	873-3701	10024
CATHEDRAL 215 W 104th St	662-0181	10025
MORNINGSIDE 232 W 116th St	663-1[illegible]	10026
MANHATTANVILLE 365 W 125th St	[illegible]	10027
GRACIE 229 E 85th St	[illegible]	10028
HELL GATE 153 E 110th St	534-[illegible]	10029
COLLEGE 217 W 140th St	283-[illegible]	10030
HAMILTON GRANGE 521 W 146th St	281-[illegible]	10031
AUDUBON 515 W 165th St	[illegible]	10032
WASHINGTON BRIDGE 555 W 180th St	[illegible]	10033
INWOOD 90 Vermilyea Ave	567-[illegible]	10034
TRIBOROUGH 167 E 124th St	534-[illegible]	10035
TIME SQUARE 340 W 42nd St	244-5111	10036
LINCOLNTON 2266 5th Ave	281-[illegible]	10037
PECK SLIP 1 Peck Slip	964-1[illegible]	10038
COLONIAL PARK 99 Macombs Place	368-[illegible]	10039
FORT GEORGE 4558 Broadway	942-[illegible]	10040
YORKVILLE 1591 3 Ave	369-2230A	10128


10034
RIVERSIDE DRIVE
DYCKMAN ST
10040
W 188
W 187
10033
W 174
W 173
HARLEM RIVER DR
10032
10039
W 154
W 153 EDGECOMBE AV
W 145
10031
W 144
10030
W 137 ST. NICHOLAS AV
W 134
10037
W 133
E 130
12 AV
BWAY
AMST AV
MORNINGSIDE
10027
W 120
E 129
10035
5th AV
E 117
W 116
W 119
W 116
10026
CENTRAL PARK NO
W 115
W 114
E 116
W 110
10025
WEST
10029
E 97
E 87-E 96
10128
W 92
W 91
CENTRAL PARK
E 86
10024
PARK
10028
E 81
W 77
W 76
E 80
5th AV
10021
10023
CENTRAL
10020
E 61
W 60
10044
W 59
10019
CENTRAL PARK SQ
E 60
10022
W 48
E 50
W 49
ROOSEVELT ISLAND
W 48
W 41
10036
AV OF AMER
W 42
E 49
10017
E 41
W 36
10018
E 40
W 35
GEN POST OFF
W 27
10016
E 27
AMER
W 25
10001
W 26
E 26
10010
E 21
W 24
10011
W 14
GREENWICH AV
AV OF
W 20
E 20
1st AV
10009
10003
5th AV
E 4
10014
AV OF AMER
W 4
10012
E HOUSTON
CHARLTON
WASH SQ
BOWERY
10002
10013
BROOME
WORTH
CHURCH
10007
PARK ROW
CORTLANDT
CATHERINE
10047
10038
WORLD TRADE CENTER
10048
MAIDEN LANE
WALL ST
MORRIS
PINE
BATTERY PARK CITY
10005
10004
10006
10041
55 WATER ST

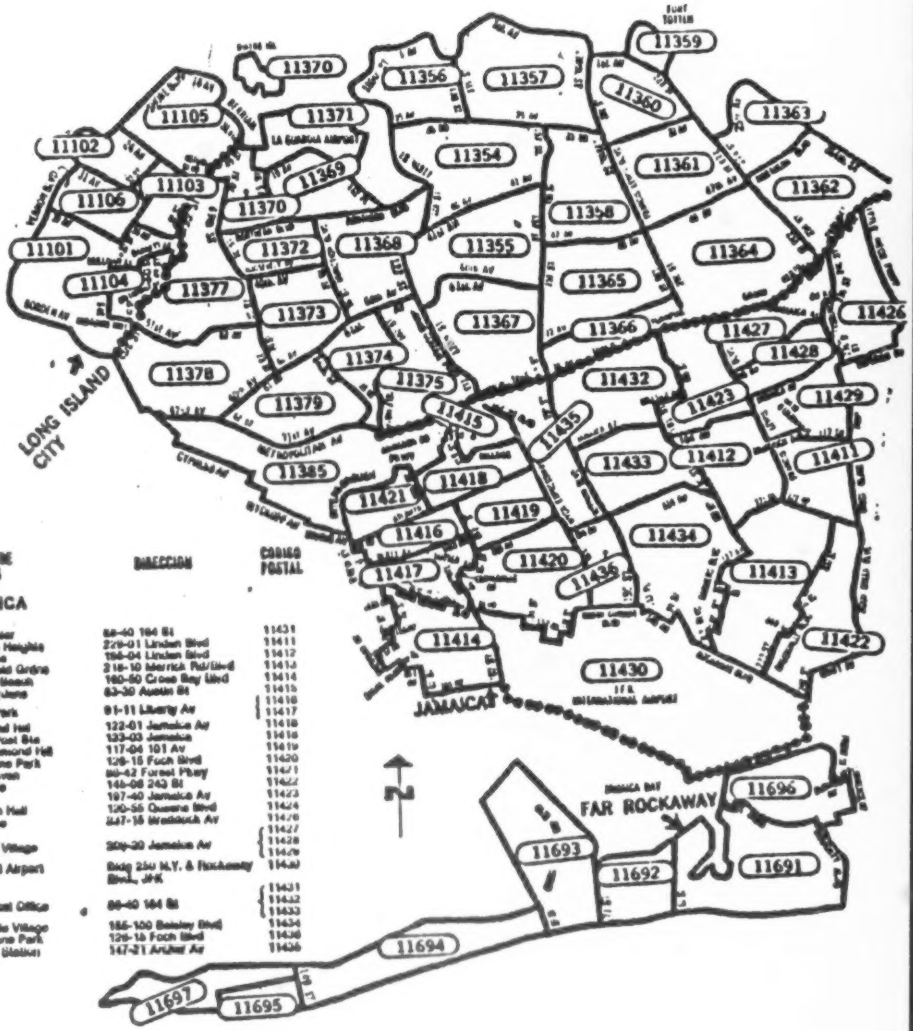
RESOURCE: NYNEX Information Resources Company 1986

TASK #10

INFORMATION SHEET: QUEENS ZIP CODE MAP

#4

QUEENS


11359
11370
11356
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11360
11363
11105
11371
11102
11354
11369
11361
11362
11106
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11370
11358
11101
11372
11368
11355
11364
11104
11377
11365
11373
11367
11366
11427
11426
11374
11428
11378
11375
11432
11423
11429
11379
11415
11435
LONG ISLAND CITY
11433
11412
11411
11385
11421
11418
11419
11416
11434
11417
11420
11436
11413
11414
11422
11430
JAMAICA
FAR ROCKAWAY
11696
11693
11692
11691
11694
11697
11695
N

Station		ZIP
LONG ISLAND CITY		
Main P.O.	46-02 21 St	11101
Parcel Post	43-10 10 St	11101
Plaza	24-16 Queens Plaza S	11101
Astoria	27-40 21 St	11102
Steinway	43-04 Broadway	11103
Grand (Finance Station)	45-06 30th Ave	11103
Sunnyside	45-15 44 St	11104
Woolsey Station	43-10 10th St.	11106
Woolsey (Finance Station)	31-09 23rd Ave	11105
Broadway	21-17 Broadway	11106
FLUSHING		
Main P.O.	41-65 Main St	11355
Linden Hill	29-50 Union St	11354
College Point	120-07 15 Av	11356
Whitestone	14-44 150 St	11357
Station A	43-03 164 St	11358
Bayside	212-35 42 Av	11360-61
Little Neck	250-01 Northern Blvd	11362-63
Oakland Gardens	61-43 Springfield Blvd	11364
Fresh Meadows	182-30 H Harding Exp	11365-66
Station O	75-23 Main St	11367
Corona—"A"	103-28 Roosevelt Av	11368
East Elmhurst	91-07 35 Av	11369-70
Transportation Station	75-65 31st Ave.	11370
LaGuardia Station	LaGuardia Airport	11371
Jackson Hts	78-02 37 Av	11372
Elmhurst—"A"	80-27 Broadway	11380
Corona-Elmhurst	88-01 Junction Blvd	11373
Rego Park	98-12 66th Ave.	11374
Forest Hills	106-28 Queens Blvd	11375
Woodside	39-24 61 St	11377
Maspeth	56-42 56 St	11378
Middle Village	71-36 Metropolitan Av	11379
(Ridgewood)	869 Cypress Av	11385
FAR ROCKAWAY		
Main P.O.	18-36 Mott Av	11691
Arverne	326 Beach 58 St	11692
Rockaway Beach	90-14 Rockwy Bch Blvd	11693
Broad Channel	808 Cross Bay Blvd	11693
Rockaway Park	113-25 Beach Channel Dr	11694
Fort Tilden	Ft Tilden Gateway Nat'l Pk.	11695
Inwood	143 Doughty Blvd	11696
Rockaway Point	83 Beach 208 St	11697

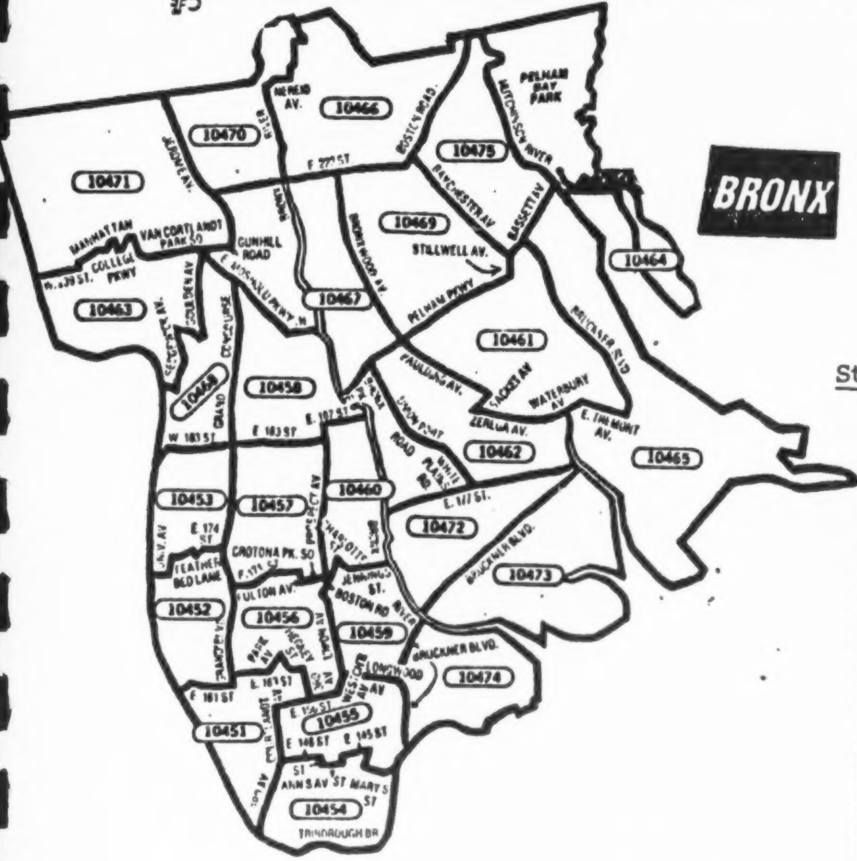
OFICINA DE CORREOS	DIRECCION	CODIGO POSTAL
JAMAICA		
Postmaster	88-40 164 St	11431
Cambria Heights	229-01 Linden Blvd	11411
St Albans	196-04 Linden Blvd	11412
Springfield Gardens	218-10 Merrick Rd/Blvd	11413
Howard Beach	160-50 Cross Bay Blvd	11414
Kew Gardens	83-30 Austin St	11415
Ozone Park	91-11 Liberty Av	11416 11417
Richmond Hill	122-01 Jamaica Av	11418
Parcel Post Sta	133-03 Jamaica	11418
So. Richmond Hill	117-04 101 Av	11419
So. Ozone Park	128-15 Foch Blvd	11420
Woodhaven	86-42 Forest Pkwy	11421
Rosedale	146-08 243 St	11422
Hollis	197-40 Jamaica Av	11423
Borough Hall	120-55 Queens Blvd	11424
Bellerose	247-15 Braddock Av	11426
Queens Village	209-20 Jamaica Av	11427 11428 11429
JFK Int'l Airport	Bldg 250 N.Y. & Rockaway Blvd., JFK	11430
Main Post Office	88-40 164 St	11431 11432 11433
Rochdale Village	165-100 Baisley Blvd	11434
So. Ozone Park	128-15 Foch Blvd	11436
Central Station	147-21 Archer Av	11435

RESOURCE: NYNEX Information Resources Company 1986

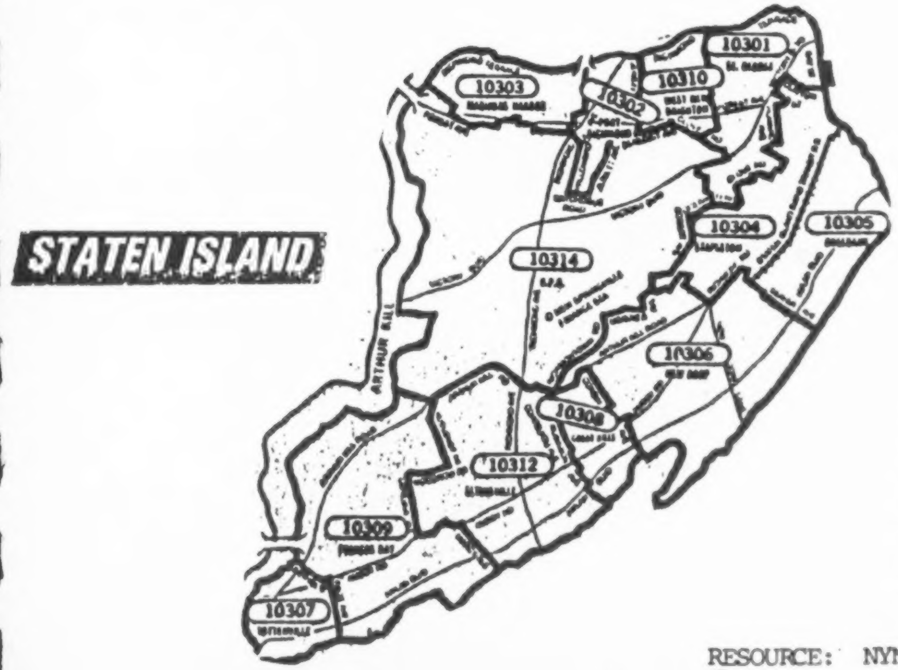
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET: BRONX AND STATEN ISLAND ZIP CODE MAPS
#5


BRONX
PELHAM BAY PARK
NEREID AV.
10466
10470
10475
10471
E 233 ST
BOSTON ROAD
BAYCHESTER AV
BASSETT AV
HUTCHINSON RIVER
10469
STILLWELL AV.
10464
MANHATTAN COLLEGE PKWY
VAN CORTLANDT PARK SO
GUNHILL ROAD
W. 239 ST.
10463
10467
PELHAM PKWY
10461
WATERBURY AV
SACKET AV
10468
10458
E. 183 ST
W 183 ST
ZEREGA AV.
E. TREMONT AV.
10462
10465
10453
10457
10460
E. 177 ST.
10472
CROTONA PK. SO
FEATHER BED LANE
FULTON AV.
BRUCKNER BLVD.
10473
10452
10456
10459
BOSTON RD
LONGWOOD
10474
E 161 ST
10451
10455
E 149 ST
E 149 ST
ST ANNS AV
ST MARYS ST
10454
TRIBOROUGH BR

Station		ZIP
General Post Office	149 St & Grand Concourse	10451
High Bridge	1315 Inwood Av	10452
Morris Heights	2024 Jerome Av	10453
Mott Haven	517 E. 139 St	10454
Hub	633 St. Ann's Av	10455
Morrisania	442 E. 167 St	10456
Tremont	575 E Tremont Av	10457
Fordham	420 E 189 St	10458
Boulevard	1132 Southern Blvd.	10459
West Farms	362 Devoe Av	10460
Westchester	2619 Ponton Av	10461
Parkchester	1449 West Av	10462
Kingsbridge	5517 Broadway	10463
City Island	197 City Island Av	10464
Throgs Neck	3630 E. Tremont Av	10465
Wakefield	4165 White Plains Rd	10466
Williamsbridge	711 E. Gunhill Rd	10467
Jerome Av	2543 Jerome Av	10468
Baychester	1525 Gunhill Rd	10469
Woodlawn	4364 Katonah Av	10470
Riverdale	5951 Riverdale Av	10471
Soundview	1687 Gleason Av	10472
Cornell	1950 Lafayette Av	10473
Boulevard	1132 Southern Blvd	10474
Co-Op City	2375 Givan Av.	10475


STATEN ISLAND
10301
10303
10310
10302
10304
10305
10314
ARTHUR KILL
10306
10308
10312
10309
10307

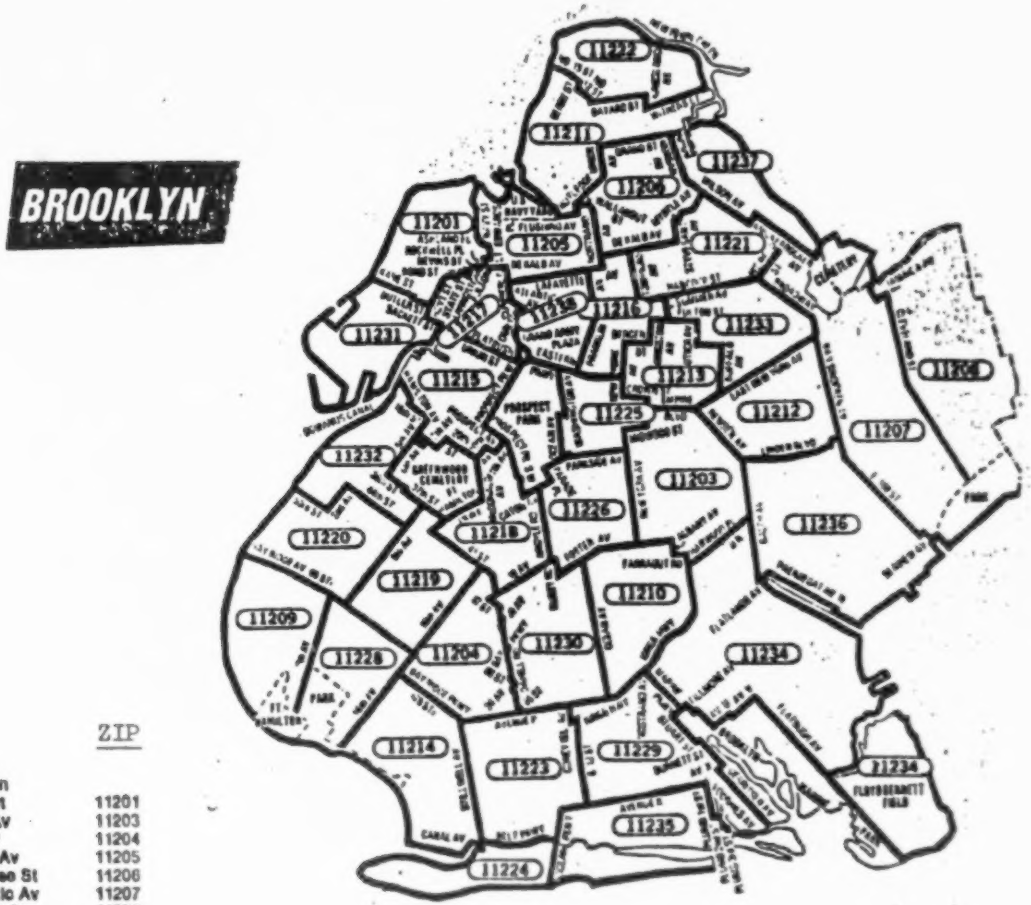
Station		ZIP
Gen'l P.O.	550 Manor Rd	10314
St. George	45 Bay St.	10301
Port Richmond	364 Richmond Av.	10302
Mariners Harbor	2980 Richmond Ter	10303
Stapleton	514 Bay St	10304
Rosebank	567 Tompkins Av	10305
New Dorp	331 New Dorp Lane	10306
Tottenville	228 Main St.	10307
Great Kills	15 Nelson Av	10308
Princes Bay	6372 Amboy Rd.	10309
W New Brighton	1015 Castleton Av.	10310
Eltingville	4455 Amboy Rd.	10312
New Springville	2548 Richmond Av.	10314
Terminal	Ferry Terminal	10301

RESOURCE: NYNEX Information Resources Company 1986

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

INFORMATION SHEET: BROOKLYN ZIP CODE MAP
#6


BROOKLYN
11222
11211
11237
11206
11201
11205
11221
CEMETERY
11231
11217
11238
11216
11233
11208
11215
11213
PROSPECT PARK
11225
11212
11207
11232
GREENWOOD CEMETERY
11203
11226
11236
11220
11218
11219
11210
11209
11228
11204
11230
11234
11214
11223
11229
21234
FLOYD BENNETT FIELD
11235
11224

Station		ZIP
Gen. Post Office	271 Cadman Plaza East	11201
Rugby	726 Utica Av	11203
Parkville	6618 20 Av	11204
Pratt	524 Myrtle Av	11205
Metropolitan	47 Debevoise St	11206
East New York	2645 Atlantic Av	11207
New Lots	1223 Sutter Av	11208
Ft. Hamilton	8801 5 Av	11209
Vanderveer	2319 Nostrand Av	11210
Williamsburg	263 S. 4 St.	11211
Brownsville	167 Bristol St.	11212
St. Johns	1234 St. Johns Pl	11213
Bath Beach	1950 Bath Av	11214
Van Brunt	275 9 St	11215
Brevoort	1206 Atlantic Av	11216
Times Plaza	542 Atlantic Av	11217
Kensington	421 Mc Donald Av	11218
Blythbourne	1200 - 51 St	11219
Bay Ridge	2828 E 18	11235
Bushwick	1075 Lafayette Av	11221
Greenpoint	66 Meserole Av	11222
Gravesend	344 Av U	11223
Coney Island	2727 Mermaid Av	11224
Lefferts	315 Empire Blvd.	11225
Flatbush	2273 Church Av	11226
Dyker Heights	8320 13 Av	11228
Homecrest	2002 Av U	11229
Midwood	1288 Coney Island Av	11230
Red Hook	615 Clinton St	11231
Bush Term	3 Av & 29 St.	11232
Stuyvesant	1915 Fulton St.	11233
Rydor	1739 E. 45 St.	11234
Bay Station	1723 Jerome Av	11235
Canarsie	1450 Rockaway Pkwy	11236
Wyckoff Hts	88 Wyckoff Av	11237
Adelphi	950 Fulton St	11238

RESOURCE: NYNEX Information Resources Company 1986

TASK #10
ACTIVITY SHEET # 1: J.R.ESL

COMMUNICATIVE TASK: Comprehension of numbers (aural)

DIRECTIONS: Listen as the facilitator reads these ZIP Code numbers aloud. Write them in the spaces provided.

ZIP CODES

1. ________
2. ________
3. ________
4. ________
5. ________
6. ________
7. ________
8. ________

NAME________________________________ DATE_______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10
ACTIVITY SHEET # 1: J.R.ESL

COMMUNICATIVE TASK: Comprehension of numbers (aural)

DIRECTIONS: Listen as the facilitator reads these ZIP Code numbers aloud. Write them in the spaces provided.

ZIP CODES

1. 07513
2. 44113
3. 02100
4. 92262
5. 33139
6. 48128
7. 78516
8. 53073

NAME________________________ DATE______________

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #2 J.R.ESL

COMMUNICATIVE TASK: Requesting information.

DIRECTIONS: Assume you are calling the post office for ZIP code information. The following is a conversation between you and a post office clerk. Fill in your part of the dialogue and practice the conversation with a partner.

Post Office Clerk: Radio City Station. May I help you?

You : Yes. I'd like ___________________________.

Post Office Clerk: What city do you want the ZIP code for?

You : ____.

Post Office Clerk: What part of New York?

You : ____.

Post Office Clerk: OK. Can you give me the streets and exact addresses, please?

You : ____.

Post Office Clerk: The ZIP code is 10022. And the next one?

You : ____.

Post Office Clerk: The ZIP code is 10036. Any others?

You : ____.

Post Office Clerk: You're welcome.

Name: ____________________________ Date: __________________

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET # 2: J.R.ESL

COMMUNICATIVE TASK: Requesting information.

NOTE: The following is a conversation similar to the one the student will finish writing.

Post Office Clerk: Radio City Station. May I help you?

You : Yes. I'd like ZIP code information, please.

Post Office Clerk: What city do you want the ZIP code for?

You : I'd like a couple of New York City ZIP codes.

Post Office Clerk: What parts of New York?

You : Just Manhattan.

Post Office Clerk: OK. Can you give me the streets and exact addresses, please?

You : Four ninety-five Park Avenue South.

Post Office Clerk: The ZIP code is 10022. And the next one?

You : Six fifteen Seventh Avenue.

Post Office Clerk: The ZIP code is 10036. Any others?

You : No; thank you very much.

Post Office Clerk: You're welcome.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 10
ACTIVITY SHEET # 2 J.R.ESL

SCORING SHEET AND FLUENCY LEVELS

Trainee's Name ______________________________

Performance Objective ______________________________

____

Date of Test ______________________________

Criteria	5	4	3	2	1	
Rhetoric						X 6 = ________
Register/Style						X 3 = ________
Syntax						X 4 = ________
Vocabulary						X 6 = ________
Pronunciation						X 1 = ________

Weighted Score ________

Errors Noted:

Recommendation for additional work:

Evaluated by: ______________________

Resource: Miranda Associates

TASK #10

TECHNICAL TERMS

DIRECTIONS:	instructions, management, guidance.
INFORMATION:	knowledge, intelligence.
REPORT:	to relate, take down in writing.
REQUEST:	to ask for, to petition.
ZIP CODE:	5 digits added after the state abbreviation which are important in the processing and delivery of mail.
ZIP CODE DIRECTORY:	published by the postal service containing the ZIP codes of all states, cities, and local areas, arranged in alphabetical order by state.
ZIP CODE + 4:	an expanded ZIP code intended for use primarily by business mailers.
TELEPHONE DIRECTORY:	a book containing the alphabetically arranged names and address and telephone numbers of the residents of a town or district.

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Use information Sheet #2 to find the telephone numbers of the following post offices.

POST OFFICES	TELEPHONE NUMBERS
1. Washington Bridge	________________
2. Ansonia	________________
3. Church Street	________________
4. Wall Street	________________
5. Madison Square	________________
6. Planetarium	________________
7. Midtown	________________
8. Lenox Hill	________________
9. Bowling Green/Trinity	________________
10. Knickerbocker	________________

NAME________________________ DATE______________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Use information Sheet #2 to find the telephone numbers of the following post offices.

POST OFFICES	TELEPHONE NUMBERS
1. Washington Bridge	(568-7601)
2. Ansonia	(362-7486)
3. Church Street	(330-5247)
4. Wall Street	(269-2161)
5. Madison Square	(673-3771)
6. Planetarium	(873-3701)
7. Midtown	(944-6598)
8. Lenox Hill	(879-4401)
9. Bowling Green/Trinity	(264-8778)
10. Knickerbocker	(227-0089)

NAME____________________ DATE______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Use the ZIP Code Maps to find the ZIP codes for the following post office stations located within the 5 boroughs of New York City.

	BOROUGH	STATION	ZIP CODE
1.	Manhattan	Times Square	________
2.	Bronx	High Bridge	________
3.	Staten Island	Port Richmond	________
4.	Brooklyn	Stuyvesant	________
5.	Queens	Linden Hill	________
6.	Manhattan	Hamilton Grange	________
7.	Queens	Rochdale Village	________
8.	Bronx	Williamsbridge	________
9.	Brooklyn	Kensington	________
10.	Staten Island	St. George	________

NAME ______________________________ DATE ____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Use the ZIP Code Maps to find the ZIP codes for the following post office stations located within the 5 boroughs of New York City.

	BOROUGH	STATION	ZIP CODE
1.	Manhattan	Times Square	10036
2.	Bronx	High Bridge	10452
3.	Staten Island	Port Richmond	10302
4.	Brooklyn	Stuyvesant	11233
5.	Queens	Linden Hill	11354
6.	Manhattan	Hamilton Grange	10031
7.	Queens	Rochdale Village	11434
8.	Bronx	Williamsbridge	10467
9.	Brooklyn	Kensington	11218
10.	Staten Island	St. George	10301

NAME ______________________ DATE ______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Listening to numbers
Understand numbers

DIRECTIONS: The facilitator will read ten (10) addresses and ZIP codes. You will write the complete address and ZIP code on the spaces provided below. Listen carefully, they will only be read once.

ADDRESSES	ZIP CODES
Ex. 1. West 90th Street	1. 10024
2. ______	2. ______
3. ______	3. ______
4. ______	4. ______
5. ______	5. ______
6. ______	6. ______
7. ______	7. ______
8. ______	8. ______
9. ______	9. ______
10. ______	10. ______

NAME ______ DATE ______

TASK #10

WRITTEN TEST: J.R.ESL
EVALUATION (Facilitator Worksheet)

COMMUNICATIVE TASK: Listening to numbers
Understand numbers

DIRECTIONS: Read the following addresses and ZIP codes to the participants. They will write the addresses and the ZIP codes on their worksheets. Read each address and ZIP once.

1. The ZIP code for West 90th Street is 10024.
2. The ZIP code for East 49th Street is 10017.
3. 10001 is the ZIP code for all of West 25th Street.
4. 10028 is the ZIP code for East 80th Street.
5. The ZIP code for East 92nd Street is 10128.
6. 10033 is the ZIP code for all the streets between West 174th Street and West 187th Street.
7. 10025 is the ZIP code for West 100th Street.
8. The ZIP code for West 43rd Street is 10036.
9. The ZIP code for East 38th Street is 10016.
10. The ZIP code for 14th Street East of 1st Avenue is 10009.

TASK #10

ATTACHMENT

STEPS AND TECHNICAL KNOWLEDGE

1. Take list of names and partial addresses and be prepared to write down ZIP CODES.
2. From the telephone directory, obtain the number of the closest post office.
3. Place a call to the post office and ask for ZIP CODE Information.
4. Read the addresses off the list in a clear, concise manner.
5. Write down ZIP CODES next to each address in a legible manner
6. Verify each ZIP CODE by repeating it back to the post office official.
7. Complete the list and return it to the person who requested the information.

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

OPERATION SHEET

OPERATION: Obtain ZIP codes by telephone

I. MATERIALS

a. Telephone
b. Telephone directory **of Post Offices(See info. sheet p.2)**
c. List of 5 names and partial addresses
d. Paper
e. **Pencils**

II. PROCEDURES

1. Take list of names and partial addresses and be prepared to write down ZIP CODES.
2. From the telephone directory, obtain the number of the closest post office.
3. Place a call to the post office and **ask for ZIP CODE** information.
4. Read the addresses of the list in a clear, concise manner.
5. Write down ZIP CODES next to each address in a legible manner.
6. Verify each ZIP CODE by repeating it back to the post office clerk.
7. Complete the list and return it to the person who requested the information.

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE
PRACTICE

DIRECTIONS: Obtain the ZIP Codes of five (5) persons living in NYC by calling your local Post Office and requesting ZIP Code information. (See attached sheet for addresses).

Local Office:
Canal Street Prince 925-3378

I. MATERIALS

a. AT&T Merlin Telephone
b. Paper
c. List of names and addresses with missing ZIP Codes
d. Pencils

II. PROCEDURE*

1. Place a call to the Canal Street Prince Post Office telephone no. 925-3378 and ask for ZIP Code information.

2. Read the addresses to the clerk.

3. Write down each ZIP code as it is given to you. Verify each by repeating the numbers to the clerk.

*See Operation Sheet.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE
PRACTICE

1. Elisa Donno
   105-24 63rd Drive
   Rego Park, NY _____

2. Flora Almond
   179-10 90th Avenue
   Jamaica, NY _____

3. Bila Font
   618 Williams Avenue
   Brooklyn, NY _____

4. Miguelina Poland
   724 Gerard Avenue
   Bronx, NY _____

5. Dudley Castle
   272 First Street
   Brooklyn, NY _____

NAME ______________________ DATE ____________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE

PRACTICE

1. Elisa Donno
105-24 63rd Drive
Rego Park, NY (11375)

2. Flora Almond
179-10 90th Avenue
Jamaica, NY (11432)

3. Bila Font
618 Williams Avenue
Brooklyn, NY (11207)

4. Miguelina Poland
724 Gerard Avenue
Bronx, NY (10451)

5. Dudley Castle
272 First Street
Brooklyn, NY (11215)

NAME ______________________ DATE ____________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE
EVALUATION

DIRECTIONS: Obtain the ZIP Codes of five (5) persons living in NYC by calling ZIP Code information (see attached sheet). Local office: Canal Street Prince, 212/925-3378

I. MATERIALS
   a. AT&T Merlin Telephone
   b. Paper
   c. List of names and addresses with missing ZIP Codes
   d. Pencils

II. PROCEDURE *

1. Place a call to the Post Office and ask for ZIP code information.

2. Read the addresses to the clerk.

3. Write down each ZIP code as it is given to you. Verify each by repeating the numbers to the official.

*See Operation Sheet.

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE

EVALUATION

1. Judy Costello
   QUEENS CHILDREN PSYCHIATRIC CENTER
   74-03 Commonwealth Blvd.
   Bellrose, NY ______

2. Ms. Mary Regal
   JOINT FOUNDATION SUPPORT
   122 East 42nd. Street
   New York, NY ______

3. Ms. Carmen Casava
   DON KING PRODUCTIONS
   32 East 68th. Street
   New York, NY ______

4. Palma Ayala
   34 Metcalf St.
   Staten Island, NY ______

5. Eddie Palmieri
   147-25 Northern Blvd.
   Flushing, NY ______

NAME ______________________________ DATE ______________________

HACER INC./HISPANIC WOMEN'S CENTER

TASK #10

JOB SHEET: OBTAIN ZIP CODES BY TELEPHONE

EVALUATION

1. Judy Costello
QUEENS CHILDREN PSYCHIATRIC CENTER
74-03 Commonwealth Blvd.
Bellrose, NY (11426)

2. Ms. Mary Regal
JOINT FOUNDATION SUPPORT
122 East 42nd. Street
New York, NY (10108)

3. Ms. Carmen Casava
DON KING PRODUCTIONS
32 East 68th. Street
New York, NY (10021)

4. Palma Ayala
34 Metcalf St.
Staten Island, NY (10304)

5. Eddie Palmieri
147-25 Northern Blvd.
Flushing, NY (11354)

NAME ______________________ DATE ____________________

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #10

PERFORMANCE TEST

TASK: Obtain ZIP codes by telephone

Directions: Demonstrate mastery of this task by doing the following:

This test evaluates your ability to: obtain ZIP codes. You will be given the names and partial addresses of five (5) persons in NYC and a telephone; obtain the ZIP codes of the five (5) persons from the post office with 100% accuracy within 5 minutes.

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Utilized proper greeting?		
2.	Obtained appropriate clerk in post office?		
3.	Stated each address clearly?		
4.	Verified each ZIP code by repeating it to the clerk?		
5.	Wrote ZIP codes clearly and correctly?		
6.			
7.			
8.			
9.			
10.			

Trainee	Date	Attempts	Instructor's Signature

TASK # 11
OPEN / NOTATE, ARRANGE (CLASSIFY) AND DISTRIBUTE INCOMING MAIL

TASK #11

RELATED COMMUNICATIVE TASK: Read for factual information

VOCATIONAL TASK: #11 Open/ notate, arrange (classify) and distribute incoming mail

PERFORMANCE OBJECTIVE: Given 10 pieces of mail, a letter opener, date stamp, stapler and paper clips, open the envelopes, stamp the contents, sort by addressee and distribute to addressee. A checklist will be used to rate your performance. All items must receive a yes rating

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Addressee Certified Mail Date Stamp Distribute Endorse First Class Mail Incoming Letter Opener Post Office Box Paper Clip Registered Mail Sort Special Delivery Stapler	COMMUNICATIVE SKILLS Passive: Reading comprehension FUNCTIONS Reading for factual information Identification	Vocabulary Preposition of position

TOOLS AND MATERIALS

Letter opener
Date stamp
Paper clips
10 pieces of unsorted mail
Paper
Stapler

BACKGROUND KNOWLEDGE

NONE REQUIRED

SAFETY

Avoid loose staples
Avoid paper cuts-do not handle paper edges

ATTITUDES

Recognize importance of distributing sorted mail immediately.

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   a. Facilitator identifies tools and materials.
   b. Facilitator demonstrates procedure for processing incoming mail.
   c. Practice activities # 1,2
   d. Hands-on practice: Participants sort and distribute incoming mail addressed to HACER INC. staff members.
2. EVALUATION
   Performance Test
3. RESOURCES
   a. Information, Job, Activity and Operation Sheets.
   b. Facilitator.
   c. HACER INC. business office.

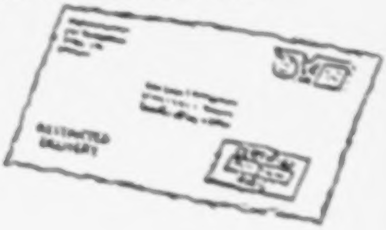
J.R.ESL

1. LEARNING STRATEGIES
   a. Facilitator lectures (small group) on using preposition to describe position.
   b. Practice written categorization Activity #1 & #2.
   c. Practice identification of items and concepts involved in incoming mail, Activity Sheet #3.
2. EVALUATION
   Performance Test
3. RESOURCES
   a. Facilitator.
   b. Activity Sheets.
   c. Real Life Employment Skills

TASK #11
INFORMATION SHEET

1. INCOMING MAIL

In large offices, incoming mail is usually handled by a special department. However, in the small office, the secretary must be familiar with all routine practices for handling the incoming mail.



FOUR STEPS INVOLVING INCOMING MAIL:

1.Open the mail
2.Make necessary notations
3.Arrange the mail
4.Distribute the mail

1. OPENING THE MAIL

-Before opening letters, those marked "Personal" should be delivered sealed to the designated person or officer.
-Other mail should be opened carefully so as not to cut any of the contents.
-Enclosures should be checked to see that nothing has been omitted.
-The enclosures should be carefully clipped or stapled to their respective letters.
-When incoming mail contains money or checks, it should be sent immediately to the cashier's office so that the necessary bookkeeping record may be made.

2.MAKING NECESSARY NOTATIONS

Many concerns stamp the date and time of receipt of all incoming mail in a clear space on the upper part of the letter. This stamp frequently bears a notation which the secretary fills out when a letter is to be sent to more than one member of the firm.

3.ARRANGING THE MAIL

The mail for the busy executive would be arranged as follows:

1. Telegrams
2. Letters referring to special appointments
3. Regular mail
4. Personal mail
5. Advertisements
6. Newspapers and magazines

4 . DISTRIBUTING THE MAIL

All incoming mail requiring the attention of the person addressed can be distributed by either placing it in a designated area on the person's desk in order of importance, i.e., telegrams, regular mail, personal mail, trade magazines, etc., or by depositing it in the individual's mailbox(es) usually placed in convenient locations within the office.

TASK # 11
INFORMATION SHEET: INCOMING MAIL

- INCOMING MAIL

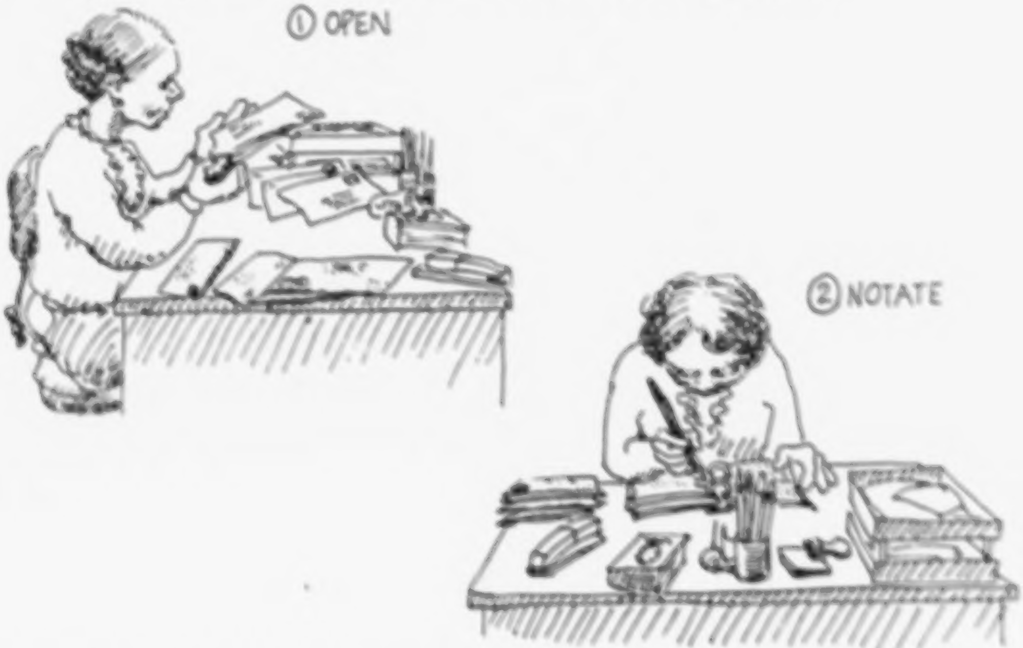
- As far as incoming mail is concerned, the mailroom clerk's duties involve the preliminary sorting of the incoming mail into groups according to floor, division, and then individual within each division.

- The secretary/receptionist in an office is usually the person who receives the incoming mail. In a large company, the mail will first have been sorted by the mailroom clerks in the mailroom. In a smaller company, the mail will come directly to the secretary.

- Each company will have its own procedures for handling incoming mail, but the general steps are these:

- The first step is to open the mail. You should use a letter opener and neatly cut the envelopes open, being careful not to tear anything inside or to destroy the return address. Check the enclosures and staple or clip them to the letter.

- Do NOT open letters marked PERSONAL or PRIVATE.



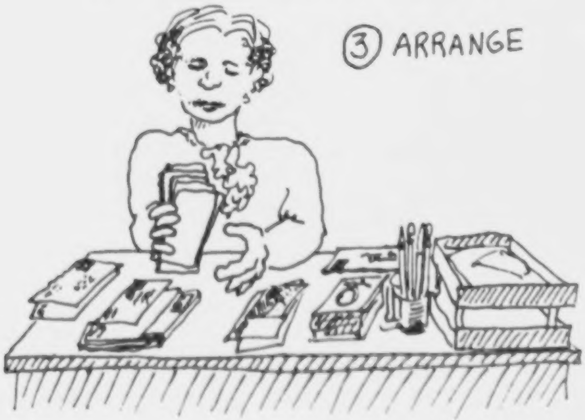
- The second step is to make a record of the mail. Most companies stamp the date received in a clear space on the letter, and also make a notation of its arrival in a mail record log.

TASK # 11
INFORMATION SHEET: INCOMING MAIL
Page 2

* The third step is to arrange the mail according to its importance and urgency. Mail which needs immediate attention should be placed on top, and less important mail should be place underneath. Here is an example of the order in which incoming mail might be arranged:

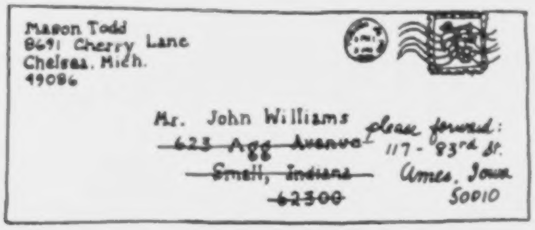
telegrams
letters concerning that day's appointments
regular mail
personal mail
advertisements
newspapers and magazines

* The fourth and final step is to distribute the mail to the appropriate person.



④ DISTRIBUTE

* When you receive mail addressed to a previous occupant at your present address, you should neatly cross out the address, and re-address it with the notation: "Please forward to:". You can then drop it in the mail, and it will continue on its way. You should not add any additional postage.



Mason Todd
8691 Cherry Lane
Chelsea, Mich.
49086

Mr. John Williams
~~623 Agg Avenue~~
~~Small, Indiana~~
~~62300~~

please forward:
117 - 83rd St.
Ames, Iowa
50010

* If you receive a letter addressed to someone at your address who you do not know, you should cross out the address neatly, and put the letter back in the mail with one of the following notations: "Addressee unknown.", "Party unknown.", "Not at this address.", "Moved. Left no forwarding address.", or "Return to Sender."

TASK # 11

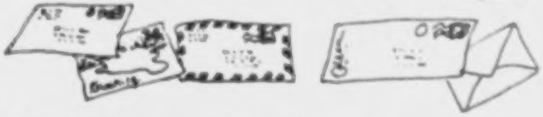
INFORMATION SHEET: FORMS OF MAIL

- * Mail is first classified as either domestic or overseas. Domestic mail travels within the U.S.A., and overseas mail goes outside the country. However, mail to certain foreign countries, such as Canada and Mexico, also travels by domestic rates. Overseas mail is also sometimes called international mail.

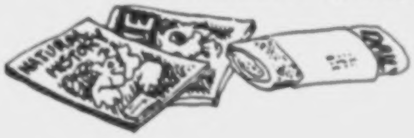
- * DOMESTIC MAIL

- * Domestic mail is divided into the following classes: first-class, second-class, third-class, and fourth-class. A piece of mail is said to travel "by" or "via" its class.

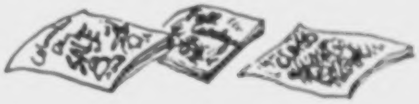
- * First-class mail includes sealed letters and postcards.



- * Second-class mail includes unsealed letters, magazines, and newspapers.



- * Third-class mail includes printed materials and advertising circulars. There is a special third-class bulk rate for mailing large numbers of identical pieces of mail.



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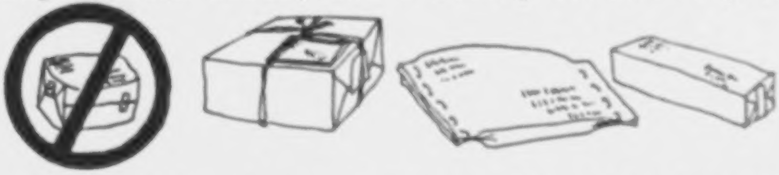
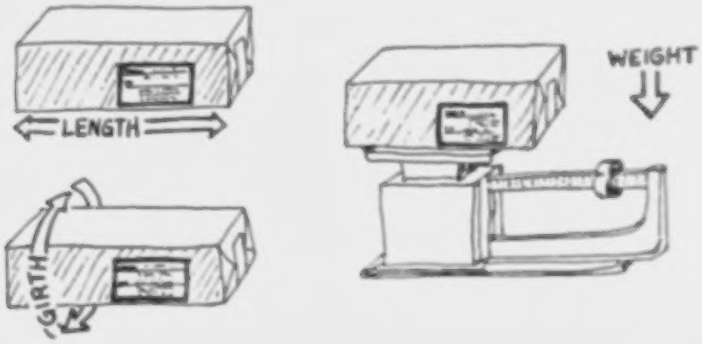
TASK # 11
INFORMATION SHEET: FORMS OF MAIL
Page 2

- Fourth-class mail is also called parcel post. The post office has strict regulations about the weight, size, and wrapping of packages. The size regulations are usually stated in terms of the dimensions of the package. The combined length and girth (distance around) can only measure a certain number of inches. The weight regulations are expressed in terms of pounds (lbs.) and ounces (oz.). The wrapping regulations include no masking or scotchtape, a clearly written label, and a sturdy carton or packing case.



- Books and educational materials may be sent at a special fourth-class rate. This is often called book rate.



- Special handling on third and fourth-class mail costs more, and means that the package is treated with the same care which first-class letters receive.

- There are now many independent carriers for mail besides the post office. Many of these claim to be cheaper, faster, or more secure than the postal system. If you want to use one of these services, you can look them up in the Yellow Pages of the phone book under "Delivery Services". You can then call or write them to find out about their particular services. Be careful about hidden or extra charges which you may incur if you do not follow their directions carefully.

TASK # 11

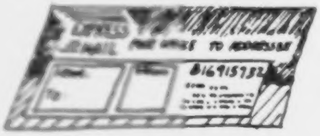
INFORMATION SHEET: FORMS OF MAIL
Page 3

- FAST DELIVERY:

- When you need to have a piece of mail arrive at its destination quickly, you can either send it special delivery or by express mail.

- Special Delivery service may be purchased for any class of mail. Special Delivery means that the piece of mail will be delivered on holidays, Sundays, or other times when the post office generally is not working.

- Express Mail is now the fastest mail service available from the post office. This is a special overnight service for letters and packages which must be contained in specially marked envelopes and boxes, and dropped off at certain locations in the post office, or at special mailboxes which handle only express mail.



- A mailgram is an electronic message service. You call the Western Union office on the telephone, and give them your message over the phone. It will be delivered in the next day's mail. Another name which is sometimes used for this is a "night letter". Call the Western Union office for information about these services.

- PROOF OF MAILING

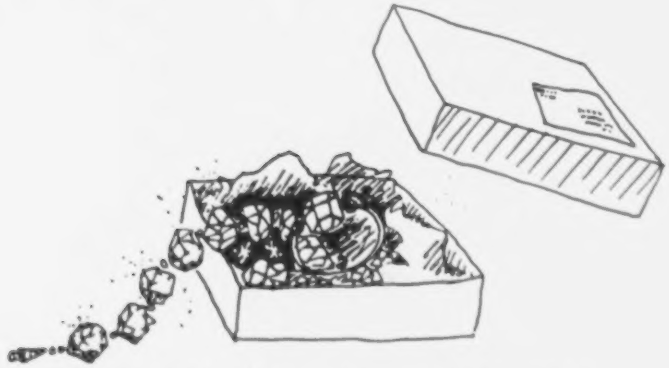
- When you need proof of mailing for some reason, you can either certify your letter or package, or you can buy a certificate of mailing or a return receipt.

- A certificate of mailing proves that something was mailed at the post office, but no records are kept.

- If you send something by certified mail, the post office gives you a mailing receipt, and a record is kept of when the mail arrived at the addressee's post office.

- A return receipt is a special form which is signed by the receiver and sent back to the sender to let him/her know that the piece of mail has arrived safely.

TASK # 11
INFORMATION SHEET: FORMS OF MAIL
Page 4



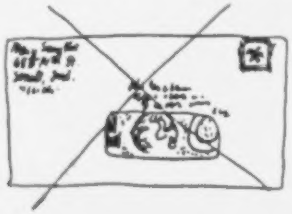
* SENDING VALUABLES:

* When you are sending something valuable through the mail, you should either insure it or register it. Third and fourth class mail can be insured for up to $400.

* Third and fourth class mail can be insured for up to $400.

* The most secure way to send valuables, however, is to register them. Records are kept each time the piece of mail is handled, and the registration fee includes insurance for up to $25,000. If the piece of mail is lost, it can easily be traced through the records.

* It is not safe to send cash through the mails. When you must must send money, send a check or a money order. You can buy buy money orders at the post office in amounts up to $400.



* COD means "collect on delivery". This means that the receiver pays for his merchandise when he receives it instead of sending payment for it in advance.

* FORWARDING MAIL

* When you are going to move and change your address, get a "Change of Address Kit" from the post office, at least one month before you are going to move. This kit contains postcards which you fill out to let the post office know about the change of address, and also postcards for your magazine subscriptions, and so on. The post office will forward first class mail for you for one year free-of-charge. There are fees for forwarding other classes of mail.

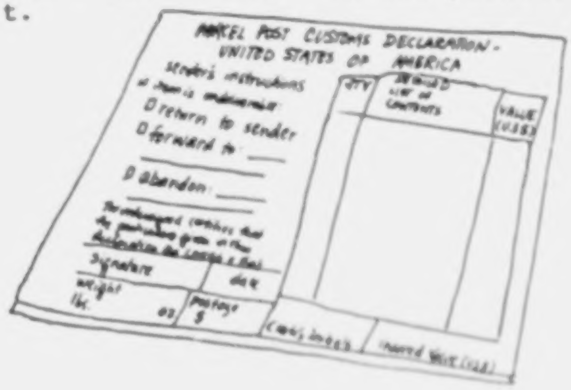
TASK # 11

INFORMATION SHEET: FORMS OF MAIL
Page 5

* OVERSEAS MAIL

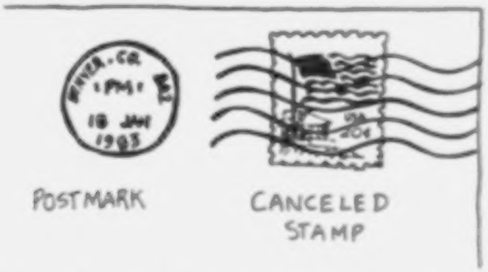
* Overseas mail can be carried by airplane or by boat. Air mail is, of course, much faster than surface mail, so letters and light packages are usually sent by air mail. Heavier packages traveling overseas are often sent by surface mail, but you must leave plenty of time for them to reach their destination. Air mail to Europe takes 7-10 days, while surface mail can take six weeks or longer.

* When you mail a package to any foreign country, you must declare or state the contents and the value of what you are sending. When the package arrives at its destination, it must pass a customs inspection, and often the receiver must pay a duty (a custom's tax or fee) on the package before they can receive it.

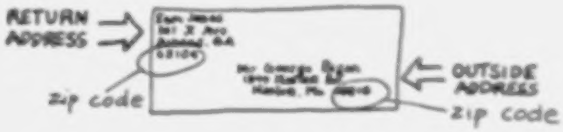

PARCEL POST CUSTOMS DECLARATION - UNITED STATES OF AMERICA
Sender's instructions
☐ return to sender
☐ forward to
☐ abandon
Signature
date
weight lbs. oz
Postage $
QTY
list of contents
VALUE (US$)

* The rates and fees for postal services are always changing. You can obtain a chart of current rates and information free-of charge from your main or branch post office.

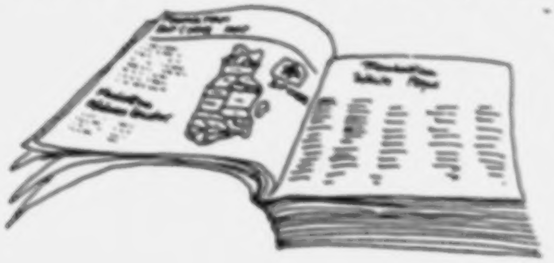
- When a piece of mail goes through the postal system, the post office cancels the stamp (draws lines over it), so that it cannot be used over again. They also print a postmark on the letter or package, which tells the time, date, and place where the mail was first received.



- On any piece of mail, the address must be clearly and neatly written or typed. If you use a label, make sure it is firmly attached to the piece of mail. Be careful to use permanent ink to write the outside address on an envelope or package. Mail is often handled very roughly -- it can get wet, torn, stepped on, dropped in puddles, rained on, snowed on, run over .... and you must make sure that the address will not wear off, tear off, or run. Packages generally run more risks than letters, so often people protect the address with a piece of clear plastic tape, write the address on the box more than once, and write the address with an indelible (permanent) marker. Always include a full return address.

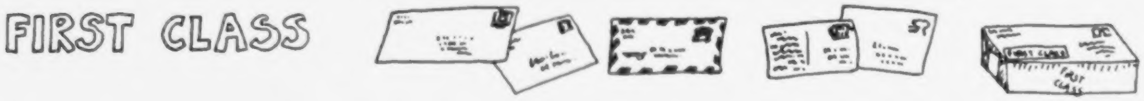


- The zip code is a necessary part of any address. If you do not know the zip code for a particular address, you can look it up in the zip code directory at the post office, or you can call the zip code assistance number which is given in your telephone directory. Your telephone book also usually contains a zip code map for your local area.

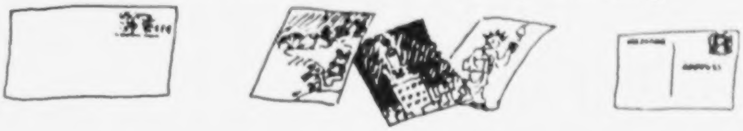


TASK # 11
INFORMATION SHEET: FORMS OF MAIL

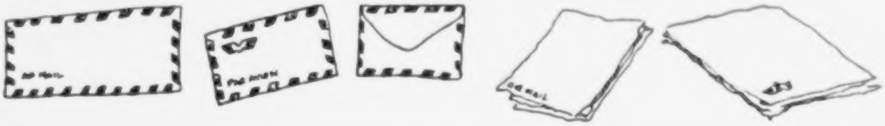
- First-class mail includes sealed letters, postcards, and packages for which extra postage has been paid, in order to receive faster and more careful handling.



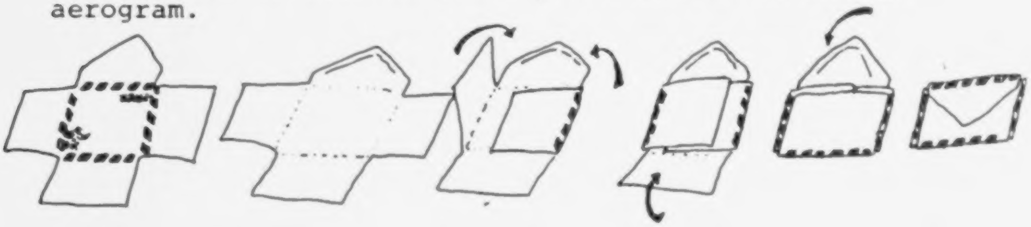
- Postcards cost less to send through the mail than a letter. Picture postcards have a picture on one side, and are not generally used in business. The post office sells special postcards which are blank, and which have a stamp already printed on them.



- Airmail stationery is lightweight and brightly marked, usually with red and blue wings or stripes. Be careful about putting too many enclosures in an airmail letter, because if you exceed the weight limit, the letter will be sent by regular mail.



- Aerograms or airgrams are special letter forms which fold up into their own envelope. The postage is printed on them, and you do not need any additional stamps. You are not allowed to put any enclosures inside an aerogram.



- First-class postage for a letter covers one ounce of weight. If you have several enclosures in a letter, you will need to add extra postage. A small postage scale can help you check the weight of your letters.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

TECHNICAL TERMS

ADDRESSEE:	the person to whom mail is addressed.
CERTIFIED MAIL:	mail which must be signed for to verify delivery.
DATE STAMP:	a hand-held or automatic stamp machine used to print a date on a document
DISTRIBUTE:	to divide and give out, ex: Distribute the mail.
ENDORSE:	to sign, ex: Endorse this receipt, please.
FIRST CLASS MAIL:	a class of mail having the highest postal rate.
INCOMING:	what comes in.
LETTER OPENER:	a dull knife of metal, plastic or wood used to open sealed envelopes.
POST OFFICE BOX:	an address rented from the post office, usually used for receiving large mailings.
PAPER CLIP:	used to clip or fasten paper.
REGISTERED MAIL:	mail which is officially recorded in the postal system for a fee.
SORT:	separate by name or category.
SPECIAL DELIVERY:	delivery of mail by a special messenger for an extra fee.
STAPLER:	a wire-stitching machine used to bind papers, sections of a book, etc., together.
TELEGRAM:	a short written message sent by telegragh(coded and delivered by a messenger.Usually Western Union.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Identification of essential technical terms through definitions and/or descriptions.

DIRECTIONS: Fill in the word or phrase corresponding to each of the following definitions or descriptions.

distribute
telegrams
letter opener
sort
incoming

endorse
addressee
date stamp
paper clip
certified/registered

1. ________________: the urgent messages sent by electric wire services rather than by mail.

2. ________________: give out categorized groups of objects, in this case, mail.

3. ________________: a hand-held instrument used to imprint the date on individual pieces of correspondence.

4. ________________: a small piece of metal or plastic used for holding separate pieces of paper together.

5. ________________: to sign in order to provide proof of receipt.

6. ________________: an instrument used to open envelopes neatly.

7. ________________: organize or arrange according to category, group or classification.

8. ________________: what is received from outside sources.

9. ________________: mail for which the recipient must sign.

10. ________________: the person or organization to which mail is sent.

NAME________________________________ DATE__________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Identification of essential technical terms through definitions and/or descriptions.

DIRECTIONS: Fill in the word or phrase corresponding to each of the following definitions or descriptions.

distribute
telegrams
letter opener
sort
incoming
endorse
addressee
date stamp
paper clip
certified/registered

1. (telegrams) : the urgent messages sent by electric wire services rather than by mail.
2. (distribute : give out categorized groups of objects, in this case, mail.
3. (date stamp) : a hand-held instrument used to imprint the date on individual pieces of correspondence.
4. (paper clip) : a small piece of metal or plastic used for holding separate pieces of paper together.
5. (endorse) : to sign in order to provide proof of receipt.
6. (letter opener) : an instrument used to open envelopes neatly.
7. (sort) : organize or arrange according to category, group or classification.
8. (incoming) : what is received from outside sources.
9. (certified/ registered) : mail for which the recipient must sign.
10. (addressee) : the person or organization to which mail is sent.

NAME ________________________ DATE ________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

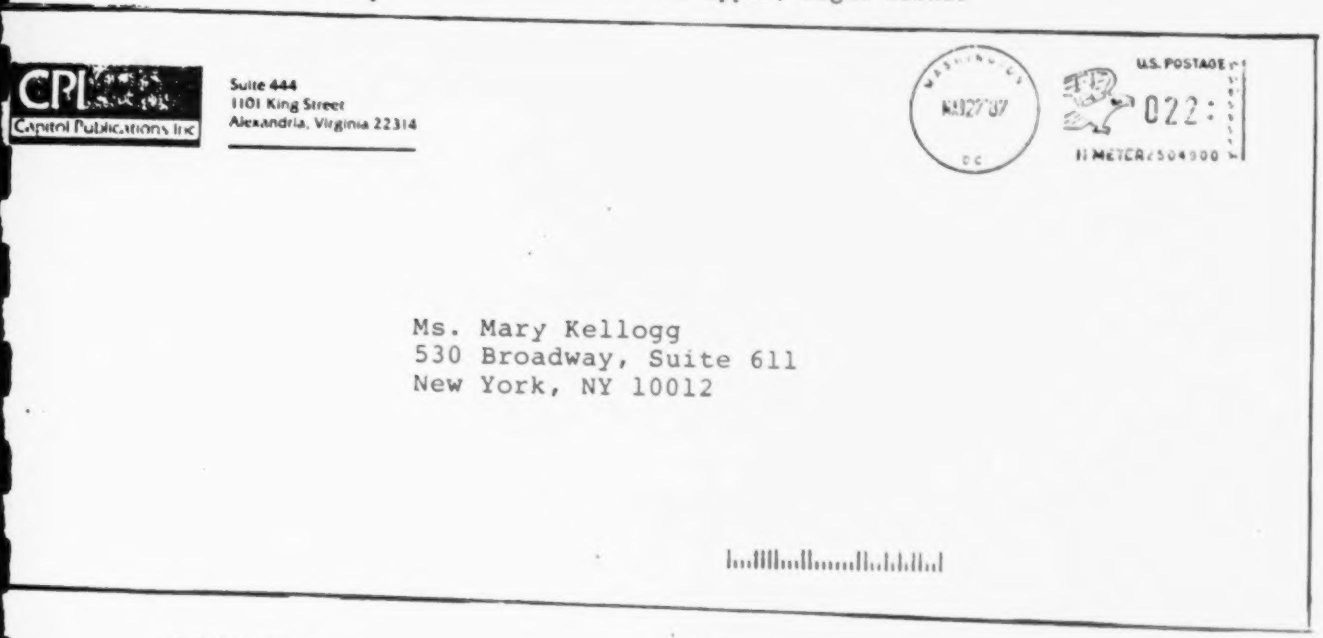
TASK #11

ACTIVITY SHEET # 2: J.R.E SL

COMMUNICATIVE TASK: Utilizing prepositions of position to describe location of information on envelope.

DIRECTIONS: Use prepositions and adjectives of position to describe the location of information found on the envelope shown below.

Example:	INFORMATION	LOCATION
	stamp	in the upper, right corner



CPL
Capitol Publications Inc

Suite 444
1101 King Street
Alexandria, Virginia 22314

WASHINGTON DC
MAR 27 '87

U.S. POSTAGE
022
METER 2504900

Ms. Mary Kellogg
530 Broadway, Suite 611
New York, NY 10012

INFORMATION	LOCATION
1. Return address	______________________
2. City mailed from	______________________
3. Date mailed	______________________
4. Name of sender	______________________
5. Name of addressee	______________________

NAME______________________________ DATE____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 2: J.R.ESL

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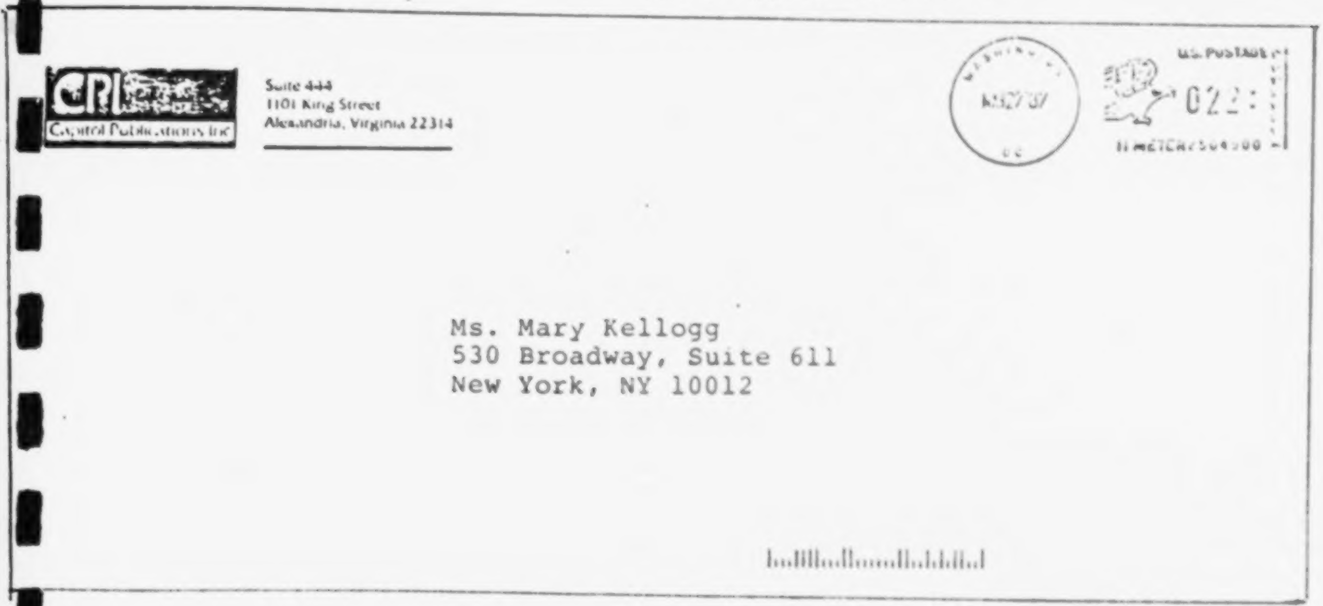
stamp	in the upper, right corner



CPI
Capitol Publications Inc

Suite 444
1101 King Street
Alexandria, Virginia 22314

U.S. POSTAGE
022

Ms. Mary Kellogg
530 Broadway, Suite 611
New York, NY 10012

	INFORMATION	LOCATION
1.	Return address	(in the upper left-hand corner)
2.	City mailed from	(in the upper, right corner/to the left of stamp)
3.	Date mailed	(in the upper, right corner/next to stamp)
4.	Name of sender	(in the upper left-hand corner/above name & address of addressee)
5.	Name of addressee	(in the center of the envelope)

NAME________________________________ DATE______________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET #3 · J.R.ESL

COMMUNICATIVE TASK: Reading comprehension
Identification

DIRECTIONS: Write the number of the mailbox where each piece of incoming mail would be placed.

Example:	INCOMING MAIL FOR:	BOX NUMBER
	Martin Blumquist Chief Executive Officer	1

MAILBOXES

#1 artin Blumquist Chief Executive Officer	#2 Bronson J. Walters President
#3 illiam Whitestone, Sr. xecutive Vice Presiden	#4 Martin X. Blandings Comptroller
#5 argaret O'Rourke ersonnel Director	#6 Dr. Joan Collins-Jones Research & Development

INCOMING MAIL FOR:	BOX NUMBER
M.X. Blandings	______
PERSONNEL DIRECTOR	______
W.W. Whitestone, Sr. Exec. V.P.	______
PRESIDENT	______
Dr. Collins-Jones R & D	______
M. Blumquist CEO	______
COMPTROLLER	______
M.O'Rourke Personnel	______
Bronson J. Walters	______
Joan Collins-Jones Research & Development	______

NAME______________________________ DATE________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Reading comprehension
Identification

DIRECTIONS: Write the number of the mailbox where each piece of incoming mail would be placed.

Example:

INCOMING MAIL FOR:	BOX NUMBER
Martin Blumquist Chief Executive Officer	1

MAILBOXES

#1	#2
Martin Blumquist Chief Executive Officer	Bronson J. Walters President
#3	#4
lliam Whitestone, Sr. Executive Vice President	Martin X. Blandings Comptroller
#5	#6
argaret O'Rourke ersonnel Director	Dr. Joan Collins-Jones Research & Development

INCOMING MAIL FOR:	BOX NUMBER
M.X. Blandings	4
PERSONNEL DIRECTOR	5
W.W. Whitestone, Sr. Exec. V.P.	3
PRESIDENT	2
Dr. Collins-Jones R & D	6
M. Blumquist CEO	1
COMPTROLLER	4
M.O'Rourke Personnel	5
Bronson J. Walters	2
Joan Collins-Jones Research & Development	6

NAME______________________________ DATE________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 1: VOCATIONAL

DIRECTIONS: Answer the following questions based on the attached envelope.

1. Where did the letter originate (come from)?

____

____

2. Whom is the letter addressed to?

____

____

3. From what borough was the letter mailed? ___________
4. What date was the letter mailed? ________________
5. The envelope is marked PERSONAL. As the receptionist, would you open the envelope and stamp the contents, or deliver the envelope as is? Explain.

____

____

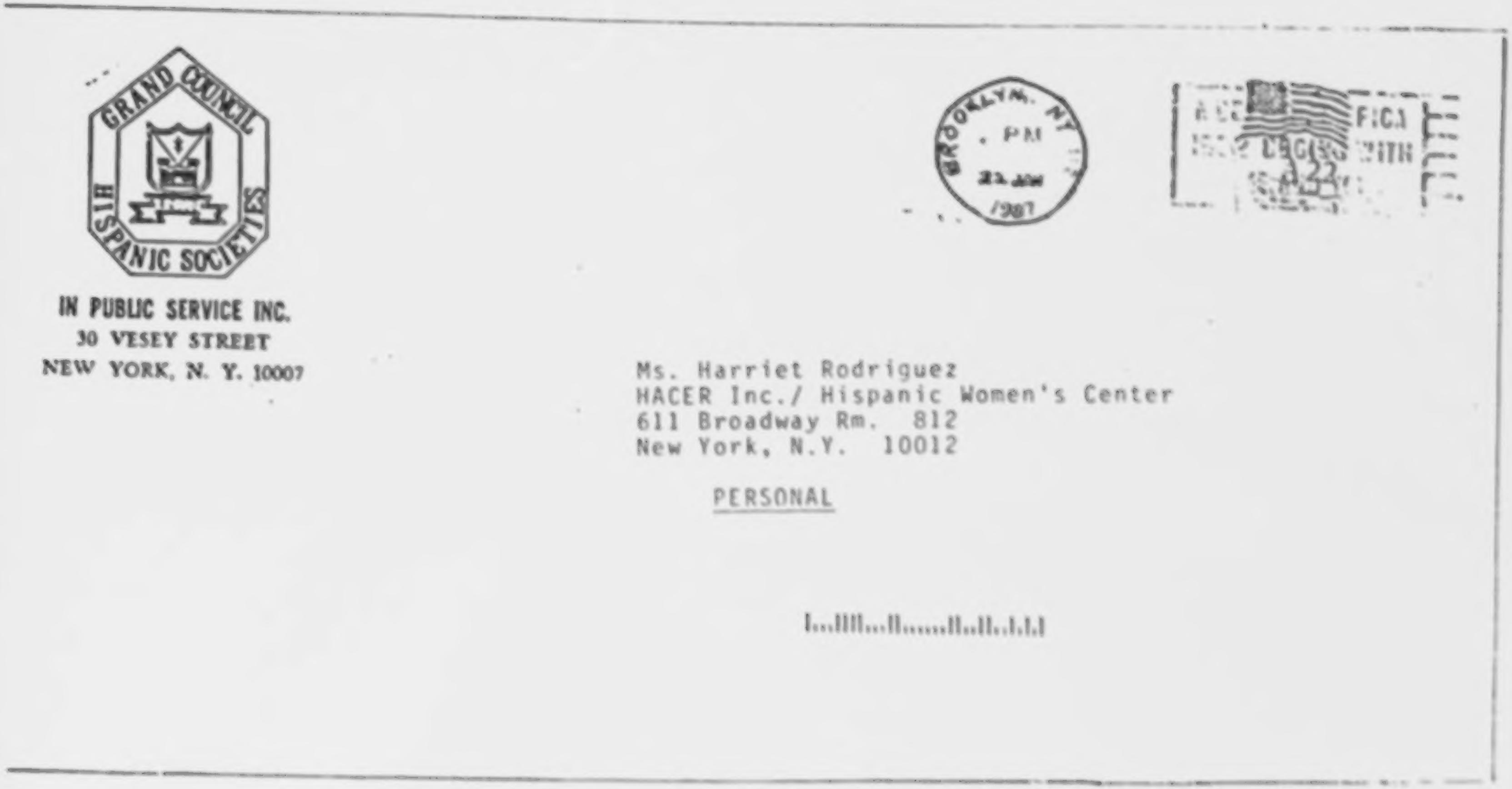
____

____

____

____

Name: _________________________ Date: _____________



GRAND COUNCIL
HISPANIC SOCIETIES
IN PUBLIC SERVICE INC.
30 VESEY STREET
NEW YORK, N. Y. 10007

BROOKLYN, NY
PM
23 JAN
1987

Ms. Harriet Rodriguez
HACER Inc./ Hispanic Women's Center
611 Broadway Rm. 812
New York, N.Y. 10012

PERSONAL

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11

ACTIVITY SHEET # 1: VOCATIONAL

DIRECTIONS: Answer the following questions based on the attached envelope.

1. Where did the letter originate (come from)?
   (Grand Council Hispanic Societies)

2. Whom is the letter addressed to?
   (Ms. Harriet Rodriguez)

3. From what borough was the letter mailed? (Brooklyn)
4. What date was the letter mailed? (Jan. 22, 1987)
5. The envelope is marked PERSONAL. As the receptionist, would you open the envelope and stamp the contents, or deliver the envelope as is? Explain.
   (No, receptionists do not open mail marked "personal". Letters or packages marked "personal" should be opened by the person(s) to whom the letter is addressed (addressee).

Name: ______________________ Date: ____________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Read the following statements carefully. In the space provided before each sentence, mark TRUE if the statement is correct and FALSE if it is incorrect.

_______ 1. In large offices, mail is handled by the secretary.

_______ 2. Letters marked "Personal" should be delivered unsealed to the designated person.

_______ 3. Enclosures should be carefully clipped to the letter before delivering them to the person.

_______ 4. Letters containing money or checks are given to the cashier's office.

_______ 5. Date and time of receipt of all incoming mail is stamped on the letter.

_______ 6. Mail for a busy executive should be arranged by matters requiring immediate attention first.

_______ 7. Envelopes should never be stapled to incoming mail.

_______ 8. Mail should be collected for several days before distributing to addressees.

_______ 9. Incoming mail must be opened, sorted, classified and distributed to the proper person as soon as possible.

_______10. It is not always necessary to date stamp incoming mail.

NAME________________________________ DATE________________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #11
ACTIVITY SHEET # 2: VOCATIONAL

DIRECTIONS: Read the following statements carefully. In the space provided before each sentence, mark TRUE if the statement is correct and FALSE if it is incorrect.

(False) 1. In large offices, mail is handled by the secretary.

(False) 2. Letters marked "Personal" should be delivered unsealed to the designated person.

(True) 3. Enclosures should be carefully clipped to the letter before delivering them to the person.

(True) 4. Letters containing money or checks are given to the cashier's office.

(True) 5. Date and time of receipt of all incoming mail is stamped on the letter.

(True) 6. Mail for a busy executive should be arranged by matters requiring immediate attention first.

(False) 7. Envelopes should never be stapled to incoming mail.

(False) 8. Mail should be collected for several days before distributing to addressees.

(True) 9. Incoming mail must be opened, sorted, noted and distributed. to the proper person as soon as possible.

(False) 10. It is not always necessary to date stamp incoming mail.

NAME________________________ DATE____________________

TASK # 11
OPERATION SHEET: OPEN, SORT/NOTATE, ARRANGE/CLASSIFY AND DISTRIBUTE INCOMING MAIL.

I. MATERIALS

a. Letter opener
b. Date stamp
c. Paper clips
d. Stapler
e. 10 pieces of mail
f. Mail record log

II. PROCEDURE:

1. Gather 10 pieces of mail
2. Using letter opener, open all mail not marked "Personal"
3. Remove contents from envelopes
4. Stamp the date received in a clear space on the correspondence.
5. Notate the correspondence and its arrival date in the mail record log.
6. Arrange the correspondence by addressee according to its order of importance and urgency.
7. Arrange any mail marked "Personal" by addressee
8. Distribute the mail immediately to the appropriate person(s)

TASK #11

JOB SHEET

PRACTICE

DIRECTIONS: Sort, open, stamp and then distribute 10 pieces of mail to the appropriate person(s).

I. MATERIALS

a. Letter opener
b. Date stamp
c. Paper clips
d. Stapler

II. PROCEDURE*

1. Gather the mail.
2. Separate any marked "Personal".
3. Sort mail according to addressee.
4. Open all mail not marked "Personal".
5. Remove contents and clip to envelope if contents do not contain sender's name and address.
6. Stamp the date on the contents.
7. Distribute the mail.

*See Operation Sheet

TASK # 11

JOB SHEET

PRACTICE:

DIRECTIONS: The facilitator will give you 5 pieces of mail. You will be shown where the staff of the Center sits, in addition, each staffpersons desk has been labeled with their neme and title.

Follow the procedure you have learned for incoming mail. (Consult your operation sheet if necessary) Open, sort/notate, arrange/ classify and distribute the 5 pieces of mail to the appropriate staffperson(s).

TASK #11

JOB SHEET

EVALUATION

DIRECTIONS: Sort, open, stamp and then distribute 10 pieces of mail to the appropriate person(s).

I. MATERIALS

a. Letter opener
b. Date stamp
c. Paper clips
d. Stapler

II. PROCEDURE*

1. Gather the mail.
2. Separate any marked "Personal".
3. Sort mail according to addressee.
4. Open all mail not marked "Personal".
5. Remove contents and clip to envelope if contents do not contain sender's name and address.
6. Stamp the date on the contents.
7. Distribute the mail.

*See Operation Sheet

TASK # 11

JOB SHEET

EVALUATION

DIRECTIONS: The facilitator will give you 10 pieces of mail. You will be shown where the staff of the Center sits,in addition, each staffpersons desk has been labeled with their name and title.
Follow the procedure you have learned for incoming mail. Open, sort/ notate, arrange/ classify and distribute the 10 pieces of mail to the apprpriate staffperson(s).
The facilitator will observe your performance.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL PROJECT

PERFORMANCE TEST

TASK: Open, sort/notate, arrange/classify and distribute incoming mail.

Directions: Demonstrate mastery of handling incoming mail by doing the following:

This test evaluates your ability to: Open, sort/notate, arrange/classify and distribte incoming mail. The facilitator will give you 10 pieces of mail which you must open, sort/notate, arrange/classify and distribute to the appropriate persons with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Opened all mail not marked personal ?		
2.	Avoided handling paper edges ?		
3.	Sorted mail by addressee ?		
4.	Notated the incoming mail in mail record log?		
5.	Checked date stamp before stamping mail ?		
6.	Stamped correspondence correctly ?		
7.	Arranged mail correctly according to its importance and urgency ?		
8.	Distributed the mail immediately to the appropriate person(s) ?		
9.			
10.			

Trainee	Date	Attempts	Instructor's Signature

TASK # 12
PREPARE OUTGOING MAIL

RELATED COMMUNICATIVE TASK: Read for factual information and seek clarification.

VOCATIONAL TASK: #12 Prepare outgoing mail.

PERFORMANCE OBJECTIVE Given 5 outgoing letters and 5 other pieces of mail, ZIP Code Directory, postage meter and scale, postal rate chart, fold and stuff the mail, locate missing ZIP codes using directory. Determine postal expenditure and stamp the envelope using scale and postage meter. A checklist will be used to rate your performance. All items must receive a "Yes" rating with the exception of ZIP codes which may not have more than 2 errors.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	SEE ATTACHMENT	COMMUNICATIVE SKILLS Passive: reading comprehension Active: listening, speaking FUNCTIONS Descriptions Vocabulary Aural comprehension/recognition of numbers	Superlative adjectives Comparative adjectives Noun-verb association Numbers

TOOLS AND MATERIALS

Postal rate table — Envelopes
Scale — Mailing labels
Postage Meter
ZIP Code Directory — 10 pcs. of mail

BACKGROUND KNOWLEDGE

Basic familiarity with post office rules and regulations

SAFETY

Avoid moving parts when operating postage meter.
Avoid paper cuts and loose staples.
Handle heavy objects (meter-scale) carefully when operating them.

ATTITUDES

Concentrate on important details such as correct name spelling, address, etc.
Recognize importance of posting mail at the end of each business day.

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   a. Facilitator identifies tools and materials.
   b. Facilitator demonstrates procedure for outgoing mail.
   c. Facilitator demonstrates how to use a ZIP Code Directory.
   d. Hands-on practice (individual) using the Center's business office. Participants prepare the outgoing mail of the office.
   e. Field trip to Post Office.
2. EVALUATION

   Performance Test
3. RESOURCES
   a. Activity, Information , Job and Operation Sheets.
   b. Facilitator.
   c. HACER, INC. Business office.
   d. United States Postal Service

J.R.ESL

1. LEARNING STRATEGIES
   a. Facilitator lectures on technical terms
   b Facilitator discusses superlative and comparative adjectives
   c. Participants practice language functions and structures, Activity Sheets #1,2,3,4,5
2. EVALUATION

   Written Test
3. RESOURCES
   a. Activity Sheets
   b. Facilitator
   c. United States Postal Service

TASK #12
INFORMATION SHEET

I. INTRODUCTION

PREPARE OUTGOING MAIL

In large offices, outgoing mail is usually handled by a special department. However, in the small office, the secretary must be familiar with all routine practices for handling the outgoing mail.

In handling outgoing mail, the secretary must be sure that the letter is complete in every respect and ready for her employer's signature. If the letter is to be sent by Special Delivery or Airmail, such notations must appear on the envelope, preferrably immediately under the postage. When mail is addressed for the special attention of someone, the words "Attention of..." should be typed in the lower left-hand corner of the envelope.

It is also the secretary's duty to make certain that any enclosures mentioned in the letter are carefully checked and securely placed in the envelope.

After the envelopes are sealed, the correct amount of postage should be placed evenly in the upper right-hand corner.

OUTGOING MAIL MUST BE:

a. signed
b. folded
c. sealed
d. stamped
e. sorted
f. mailed

As a general rule, a good secretary will keep copies of all letters that are mailed from her/his office which will be filed appropriately as soon as possible.

ZIP codes must be included in the addresses to insure immediate delivery from the post office.

All letters and other types of mail should be posted at the end of each business day.

II. SEALING ENVELOPES BY HAND

In small offices envelopes are seldom sealed by machine. A batch of 8 or 10 envelopes can be quickly sealed by hand by overlapping the opened gummed flaps of the envelopes so that all may be moistened with one stroke of a wet sponge. Each envelope is then picked up with one hand, passed onto the other, and the flap sealed by closing the fingers over the envelope. This is repeated until all the envelopes are sealed.

III. POSTAL INFORMATION

Every secretary should be familiar with the general rules and regulations of the Postal Service. She will find it helpful to know about rates and fees for Airmail, Special Delivery, Registered Mail, Money Orders, and Insured and C.O.D. mail. She should also become familiar with the regulations governing parcel post and printed matter.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
INFORMATION SHEET: MAIL SERVICES

First-Class Mail

You use First-Class Mail for letters, post cards, postal cards, greeting cards, personal notes, and for sending checks and money orders. First-Class Mail mailed within the customs territory of the United States may not be opened without a federal search warrant. All First-Class Mail receives expeditious handling and transportation. If your First-Class Mail is not letter size, make sure it is marked "First Class" or use a green-bordered large envelope.

First-Class Mail generally will be delivered overnight locally and to certain designated areas if properly addressed (including 5-digit ZIP Code) and deposited in time for the 5 p.m. collection. The designated overnight delivery area is dependent on transportation accessibility and scheduling. Second-day delivery is scheduled for locally designated states nationwide to which transportation is available for consistent achievement of 2-day delivery. Third-day delivery is scheduled for all remaining outlying areas nationwide.

FIRST CLASS

THIRD CLASS

Second-Class Mail

Only publishers and registered news agents who have been authorized second-class mailing privileges may mail at the second-class pound rates. The applicable single piece third-class rate or fourth-class rate must be paid on copies of second-class magazines and newspapers mailed by the general public. Call or visit your post office for additional information.

Third-Class Mail

Third-Class mail, also referred to as bulk business mail, may be sent by anyone but is used most often by large mailers. This class includes printed material and merchandise parcels weighing less than 16 ounces. There are two rate structures for this class: for a single piece and bulk mail. Many community organizations and businesses find it economical to use the bulk rates. Also, individuals may use third-class mail for mailing lightweight parcels. Your post office has information on what category of third-class mail is best suited to your needs.

Fourth-Class Mail (Parcel Post)

Use this service for packages weighing 1 pound or more. (If First-Class Mail is enclosed or attached, First-Class postage must be paid for the enclosure or attachment unless exempted by postal regulations.) Packages mailed in the continental United States can weigh up to 70 pounds and measure up to 108 inches in length and girth combined. Your post office also has information about special mailing rates for books, catalogs, and international mailings.

Priority Mail

Priority Mail is First-Class Mail weighing more than 12 ounces. Use it when 2- to 3-day service is desired. The maximum weight for Priority Mail is 70 pounds, and the maximum size is 108 inches in length and girth combined. When sending Priority Mail, use the free Priority Mail stickers available from your local post office.

International Mail

Airmail and surface mail can be sent to virtually all foreign countries. There are four types of international mail:

1. Letters and Cards—includes letters, letter packages, aerogrammes*, and post cards.
2. Other Articles—includes printed matter, matter for the blind, and small packets.
3. Parcel Post.
4. Express Mail International Service.

Registry service with limited indemnity protection is available for letters and cards and other articles to many countries. Insurance is available for parcel post to most countries. Check with your post office for specific information about the country to which you are mailing.

*An aerogramme is a lightweight stationery item that folds into a mailing piece and may bear imprinted postage. It is an economical and convenient form of letter mail for corresponding with people in foreign countries. Aerogrammes are available at any post office.

RESOURCE: A Consumer's Directory of Postal Services and Products,
United States Postal Service.

TASK #12
INFORMATION SHEET: MAIL SERVICES
p. 2

Special Delivery

You can buy special delivery service on all classes of mail except bulk third-class. It provides for delivery, even on Sundays and holidays, during prescribed hours which extend beyond the hours for delivery of ordinary mail.

This delivery service is available to all customers served by city carriers and to other customers within a 1-mile radius of the delivery post office.

The purchase of special delivery does not always mean the article will be delivered by special messenger. Special delivery may be delivered by your regular carrier if it is available before he or she departs for morning deliveries. Call your post office about the availability of special delivery service.

Note: Make sure the mailing is endorsed Special Delivery.

SPECIAL DELIVERY

Collect-on-Delivery (COD) Service

Use COD service when you want to collect for merchandise when it is delivered to the addressee. COD service may be used for merchandise sent by parcel post, First-Class Mail, or third-class mail. The merchandise must have been ordered by the addressee.

Fees charged for this service include insurance protection against loss or damage. COD items also may be sent as registered mail. COD service is limited, however, to items valued at a maximum of $500. This service is not available for international mail.

Mailgram Service

Mailgram service is an electronic message service offered by Western Union which provides next-day Postal Service delivery for messages you send to any address in the United States. The messages are transmitted for delivery with the next business day's mail. Mailgram service is also available for Canadian addresses. You can send Mailgram messages in one of several ways. You can call Western Union and dictate your message to the Western Union operator, or you can use your office Telex or TWX. For more information, call Western Union Telegraph Company. In Hawaii, call your local post office for information on how to send a message. In Alaska, call Alascom, Inc., for Mailgram service. (Mailgram is a registered trademark of Western Union Corporation.)

Cash Receipts

Customers needing to verify payment of postage and other services are entitled to cash receipts. Ask for a *Cash Receipt.*

Postage Meters

When a mailer uses a postage meter, the postage, postmark, and date are imprinted at the mailer's place of business. Many mailers, including those with a relatively small mail volume, have found that this convenience more than offsets the costs of maintaining an account and of leasing the machine. Call your post office for more information.

Special Handling

Special handling service is available for third- and fourth-class mail only, including insured and COD mail. It provides for preferential handling in dispatch and transport, but does not provide special delivery.

The special handling fee must be paid on parcels that require special care such as baby poultry, bees, etc., except those sent at the First-Class Mail rate. Special handling does *not* mean special care of fragile items. Anything breakable should be packed with adequate cushioning and marked FRAGILE.

Certificate of Mailing

A certificate of mailing may be what you want if you only need a receipt showing evidence of mailing. It does not provide insurance coverage for loss or damage. Your post office will endorse a certificate of mailing receipt for a fee. No record is maintained at the post office.

Personal Checks

Except for the purchase of money orders, the post office may accept personal checks for payment of postal services and products up to the amount of purchase. You must show suitable identification. Make your check payable to the U.S. Postal Service or Postmaster.

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

TASK #12
INFORMATION SHEET: SPECIAL MAIL SERVICES
p. 3

Special Service

When you have to mail something of value, whether it is money, jewelry, old coins, important documents or even that old photograph of your grandmother, the Postal Service has three ways you can mail these valuable items to give them the extra protection they need: Insured Mail, Registered Mail or Express Mail.

Insured Mail

Insured mail provides reimbursement *up to* $400 for an article which is lost or damaged while in postal custody. This insurance is available for Third and Fourth-Class rate mail. It is also available for merchandise mailed at the First-Class Mail® or Priority Mail™ rates. (Irreplaceable items, regardless of their value, and items valued over $400, should be sent by Registered Mail which provides even greater protection). Reimbursement for insured mail is limited to the actual value of the item, less depreciation. Payments will not be made for sentimental or consequential losses.

Registered Mail

The registered mail system is designed to provide added protection for valuable and important mail. Postal insurance may be purchased, at the option of the mailer, to cover articles valued at the time of mailing up to $25,000. Registered mail is the most secure service the Postal Service offers. It incorporates a system of receipts to monitor registered articles from the point of acceptance to delivery. Only matter prepaid with postage at the First-Class Mail rates may be registered. For additional fees, return receipt and restricted delivery services are available.

Express Mail Next Day Service

Express Mail service, our fastest service, provides several options for both private and business customers who require overnight delivery of letters and packages. To use Express Mail Next Day Service, take your shipment to any designated Express Mail post office by 5 p.m., or other acceptance time authorized by the local postmaster, or deposit it in an Express Mail collection box. Your mailing will be delivered to the addressee by 3 p.m. the next day (weekends and holidays included), or it can be picked up at the destination post office as early as 10 a.m. of the next day the office is open for business. Destinations which can be reached overnight from your city may be checked by using the *Express Mail Next Day Service Network Directory*. If you don't have a copy, ask your post office to check the destination for you.

This service comes with a money-back postage guarantee (see * below) and shipments are insured against loss, damage, or rifling at no additional cost. Merchandise is insured up to $500, except for negotiable items, currency, or bullion, in which cases indemnity is limited to $15.

Additional Express Mail services available include Same Day Airport Service, Express Mail Custom Designed Service, and Express Mail International Service. Call or visit your post office for additional details.

*100% refund of Express Mail postage upon application at origin post office if an article mailed by 5 p.m. (or other acceptance times authorized by the local postmaster) at an Express Mail acceptance post office is not available for pickup at a destination Express Mail post office by 10 a.m. the next business day; or delivery is not attempted by 3 p.m. of the next day (unless delayed by strike or work stoppage).

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

TASK #12

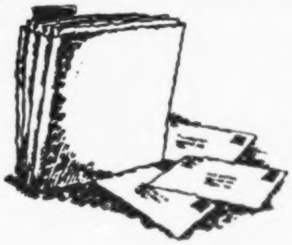
INFORMATION SHEET: CERTIFIED MAIL
p. 4

What is Certified Mail?

Certified mail provides you with a mailing receipt and a record of delivery is maintained at the addressee's post office. No record is kept at the office at which mailed.

What may be Certified?

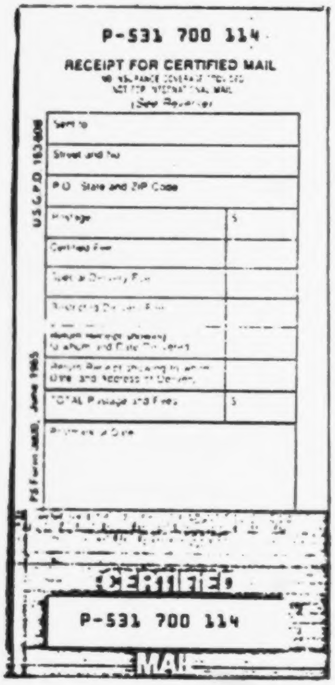
Only items of no intrinsic value such as letters, files, records, etc., that are sent Priority First-Class Mail may be sent by certified mail. No insurance coverage is provided against loss or damage for this service. (For valuables and irreplaceable items, you should use insured or registered mail.)



Fees

The fee for certified mail is 75 cents (in addition to your postage). For an additional fee, you also may purchase a return receipt which provides you proof of delivery.

CERTIFIED MAIL RECEIPT



P-531 700 114

RECEIPT FOR CERTIFIED MAIL

NO INSURANCE COVERAGE PROVIDED
NOT FOR INTERNATIONAL MAIL
(See Reverse)

Sent to	
Street and No.	
P.O., State and ZIP Code	
Postage	$
Certified Fee	
Special Delivery Fee	
Restricted Delivery Fee	
Return Receipt Showing to whom and Date Delivered	
Return Receipt showing to whom, Date, and Address of Delivery	
TOTAL Postage and Fees	$
Postmark or Date	

U.S.G.P.O. 183-808

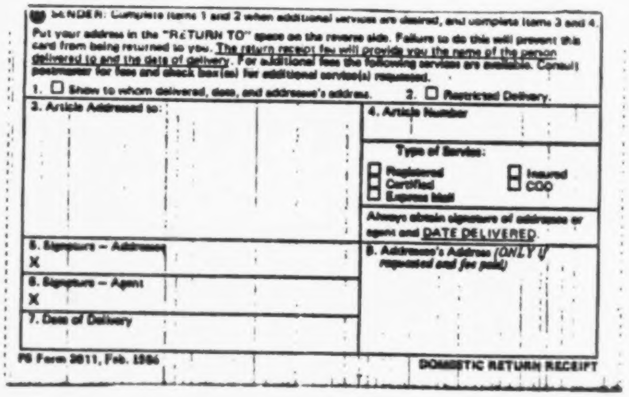
PS Form 3800, June 1985

CERTIFIED

P-531 700 114

MAIL

DOMESTIC RETURN RECEIPT



SENDER: Complete items 1 and 2 when additional services are desired, and complete items 3 and 4.

Put your address in the "RETURN TO" space on the reverse side. Failure to do this will prevent this card from being returned to you. The return receipt fee will provide you the name of the person delivered to and the date of delivery. For additional fees the following services are available. Consult postmaster for fees and check box(es) for additional service(s) requested.

1. ☐ Show to whom delivered, date, and addressee's address.
2. ☐ Restricted Delivery.

3. Article Addressed to:

4. Article Number

Type of Service:
☐ Registered
☐ Certified
☐ Express Mail
☐ Insured
☐ COD

Always obtain signature of addressee or agent and DATE DELIVERED.

5. Signature – Addressee
X

6. Signature – Agent
X

7. Date of Delivery

8. Addressee's Address (ONLY if requested and fee paid)

PS Form 3811, Feb. 1986

DOMESTIC RETURN RECEIPT

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

INFORMATION SHEET: ADDRESSING MAIL
p. 5

Addressing Mail

All mail needs a delivery address and should also have a return address. The following information is recommended in the sequence and position indicated for addressing:

A. Return Address:
   1. Sender's name.
   2. Sender's street address, post office box number, or rural route number and box number. If mail is from a multi-unit complex or apartment building, place the room or apartment number to the right of the street address.
   3. Sender's city, state, and ZIP Code.

B. Destination Address:
   1. Recipient's name.
   2. Recipient's street address, post office box number, or rural route number and box number. If mail is to a multi-unit complex or apartment building, place the room or apartment number to the right of the street address.
   3. Recipient's city, state, and ZIP Code.

You will get the best possible service if you:
1. Capitalize everything in the address.
2. Use common abbreviations found in Publication 65, **National Five-Digit ZIP Code and Post Office Directory**, available in post office lobbies.
3. Eliminate all punctuation.
4. Use the 2-letter state abbreviations found in this directory (see page 12) or Publication 65.
5. Use ZIP Codes.

When both a post office box number and a street address are used, make sure the place where you want the mail delivered appears on the line immediately above the city, state, and ZIP Code line and that the ZIP Code or ZIP + 4 code corresponds to that address. For example:

GRAND PRODUCTS INC
475 L'ENFANT PLAZA SW
PO BOX 320 ***(mail will be delivered here)***
WASHINGTON DC 20260-6320

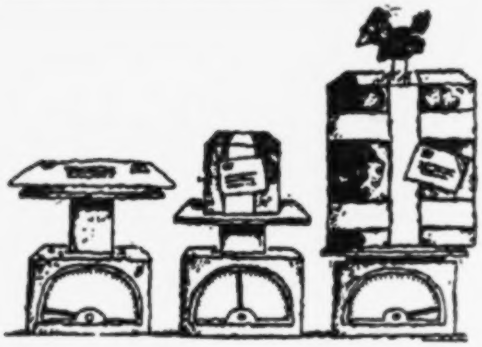
Below is a list of 2-letter state abbreviations

Alabama	AL
Alaska	AK
Arizona	AZ
Arkansas	AR
American Samoa	AS
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
Dist. of Columbia	DC
Florida	FL
Georgia	GA
Guam	GU
Hawaii	HI
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
No. Mariana Islands	CM
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA
Puerto Rico	PR
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Trust Territory	TT
Texas	TX
Utah	UT
Vermont	VT
Virginia	VA
Virgin Islands	VI
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

TASK #12
INFORMATION SHEET: PACKAGE DELIVERY SERVICES
p. 6

Choose the package delivery service that is best for your needs.

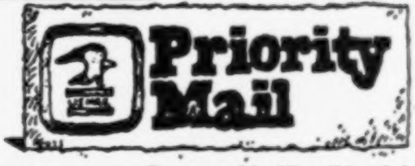


EXPRESS MAIL SERVICE

EXPRESS
MAIL
NEXT
DAY
SERVICE
THE 2-POUND PAK

When your package has to be delivered overnight, use Express Mail Next Day Service® available at 3,500 post offices. Although Next Day Service costs more than our other package delivery services, your package will be delivered right to the door, no later than 3:00 P.M. the next day, including Sundays and holidays. Or it can be picked up at the destination post office as early as 10:00 A.M. the next business day. Each city has its own network of cities that can be reached overnight. Consult your local express mail network directory available at your local post office. A five-pound package delivered overnight coast-to-coast would cost $14.50.

Priority Mail



Packages sent by Priority Mail™ will be delivered anywhere in the continental United States in just two to three days. Rates vary by weight (13 oz.—70 pounds) and distance, but are priced well below the cost of overnight service. A five-pound package sent cross-country would cost $6.54. Clearly mark your package "Priority Mail" or affix "Priority Mail" labels, which are available free at the post office, to be sure it receives the priority handling you are paying for.

Third-Class Mail

Third-Class Mail is an inexpensive way to ship packages that weigh under a pound. Your package may be sent from any post office and delivery standards are similar to those for parcel post. The cost for a half-pound package (coast-to-coast) is $1.05.

THIRD CLASS

Parcel Post

This is the most economical method of sending packages. Parcel post packages can be sent from any post office in the country. Delivery usually takes from one to ten days, depending on the distance the package must travel. If your package weighs between 1 pound and 70 pounds, and is 108 inches or less in combined length and girth (distance around at thickest part of package), it can be mailed parcel post. A five-pound package sent coast-to-coast would cost $4.07.

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

TASK #12
Mailing Machine

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING
INFORMATION SHEET

Bring the post office into your office with the Pitney Bowes Model 5460 Mailing Machine and RMRS Postage Meter

Giving you the speed, versatility and reliability you need in a mailing system, the Pitney Bowes Model 5460 Mailing Machine and RMRS Postage Meter is ideal for your office or shipping room.

You get all the benefits of metered mail and more! Because this unique system allows you to reset your postage meter *yourself* in just 90 seconds...without leaving your office.

It's as easy as 1-2-3. Whenever you need more postage, you simply:

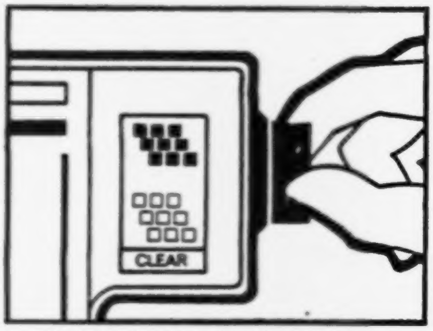
1. Pick up your touch-tone telephone...

2. Exchange data with the RMRS Data Center, and...

RMRS
DATA CENTER

3. Reset your postage meter with single or multiple increments of $200 or $2,000–whichever suits your needs.

What's more, your paperwork and payments to the Postal Service are automatically taken care of by the RMRS system, once your account is set up. It's a system of payment and resetting that couldn't be more secure...that saves you time and money by eliminating meter downtime, lengthy trips to the post office, and procurement of certified checks for payment.



With the PB Model 5460, you can meter-imprint, seal and stack your outgoing mail in one continuous operation. Print postage from 1¢ to $9.99 and, if desired, your meter ad. For your oversized packages and envelopes, gummed meter tape, wet or dry, is automatically provided.

And the versatile Model 5460 quickly changes from a mailing system to a shipping system. Simply remove the meter and attach a parcel register.

Designed to give you maximum dependability and durability, the Pitney Bowes Model 5460 Mailing Machine is compact, easy to operate, and fits in with any decor.

Specifications:
Overall Height: 8⅝" (219 mm)
Base Dimensions: 13½" by 9⅜" (343 mm by 238 mm)
Weight: 26 lbs. (11 kg) (without meter)
Finish: Off-white and Black

Our continuing product improvement program may bring about changes in specifications.

Just think of what the nine benefits of metered mail can do for you

1. Postal consultation and service. You get free, no-obligation counsel from PB mailing professionals on any aspect of mail/paper-handling procedures.

2. Postage convenience. Buy postage without ever leaving your office and print the exact amount of postage you need–anytime. Save on trips to the post office for stamps.

3. Automatic postage accounting. Your meter keeps track of postage used and on-hand, and the RMRS system automatically takes care of your payments to the Postal Service, once your account is set up.

4. Office efficiency. Meter-imprint, seal and stack your mail in one operation *and* give your employees added time to do more important and productive work.

5. Improved office morale. Make employees happier on the job by eliminating tiresome wetting and sticking of stamps and envelopes.

6. Package and large envelope capability. For a neat and dated, professional-looking package, your meter will produce gummed meter tapes for the exact amount of postage you need.

7. Faster postal service. Because your mail is already dated and canceled, it moves through the post office faster and often catches earlier trucks and planes.

8. Professional image. Your mail looks neat, crisp, modern and business-like...and that carries a message about *you* and your organization.

9. Meter advertising. Use the *free* advertising space on your outgoing envelopes to create low-cost, high-impact advertising campaigns. (Ask your PB representative for details and a free booklet on the seven benefits of meter advertising.)

PitneyBowes
Walnut and Pacific Sts.
Stamford, Conn. 06904

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An Equal Opportunity Employer

Form AD7343 DR37950/20

TASK #12
INFORMATION SHEET

POSTAGE RATES, FEES, AND INFORMATION

EXPRESS MAIL NEXT DAY SERVICE

AN OVERNIGHT DELIVERY SERVICE THAT'S FAST, RELIABLE, CONVENIENT AND ECONOMICAL.

Express Mail Service is available 7 days a week, 365 days a year, for mailable items up to 70 lbs. in weight and 108 inches in combined length and girth.

Flat rates: up to 2 lbs., $10.75; over 2 lbs. and up to 5 lbs., $12.85; 6-70 pound rates vary by weight and distance (zones).

Service features include Insurance; shipment receipt; and Record of Delivery at the destination post office.

Consult Postmaster or Customer Service Representative for additional information and a copy of your local Express Mail network directory.

The Postal Service will refund, upon application to originating office, the postage for any Express Mail shipments not meeting the service standard except for those delayed by strike or work stoppage.

EXPRESS MAIL NEXT DAY SERVICE

FIRST-CLASS

LETTER RATES:

1st ounce	22¢
Each additional ounce	17¢

For Pieces Not Exceeding (oz.)	The Rate is	For Pieces Not Exceeding (oz.)	The Rate is
1	$0.22	7	$1.24
2	0.39	8	1.41
3	0.56	9	1.58
4	0.73	10	1.75
5	0.90	11	1.92
6	1.07	12	2.09

FOR PIECES OVER 12 OUNCES SEE FIRST-CLASS ZONE RATED (PRIORITY) MAIL RATES

CARD RATES:

Single postal cards sold by the post office	14¢ each.
Double postal cards sold by the post office	28¢ (14¢ each half)
Single post cards	14¢ each.
Double post cards (reply-half of double post card does not have to bear postage when originally mailed)	28¢ (14¢ each half)
Presort rate	Consult Postmaster
Business reply mail	Consult Postmaster

Note: To qualify for *card rates*, a card may not be larger than 4¼ by 6 inches, nor smaller than 3½ by 5 inches. The thickness must be uniform and not less than 0.007 of an inch.

FIRST-CLASS ZONE RATED (PRIORITY) MAIL

Weight over 12 ounces and not exceeding (pounds)	Local zones 1, 2, and 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
1	$2.40	$2.40	$2.40	$2.40	$2.40	$2.40
2	2.40	2.40	2.40	2.40	2.40	2.40
3	2.74	3.18	3.45	3.74	3.98	4.32
4	3.18	3.75	4.13	4.53	4.92	5.33
5	3.61	4.32	4.86	5.27	5.81	6.37
6	4.15	5.00	5.71	6.31	6.91	7.66
7	4.58	5.68	6.39	7.09	7.80	8.67
8	5.00	6.23	7.07	7.87	8.68	9.68
9	5.43	6.81	7.75	8.65	9.57	10.69
10	5.85	7.39	8.44	9.44	10.45	11.70

SECOND-CLASS

(Newspapers and periodicals with second-class mail privileges.)

For copies mailed by the public, the rate is the applicable single piece third or fourth-class rate.

THIRD CLASS

Circulars, books, catalogs, and other printed matter; merchandise, seeds, cuttings, bulbs, roots, scions, and plants, weighing less than 16 ounces.

0 to 1 oz.	$0.22	Over 6 to 8 ozs.	0.98
Over 1 to 2 ozs.	0.39	Over 8 to 10 ozs.	1.08
Over 2 to 3 ozs.	0.56	Over 10 to 12 ozs.	1.18
Over 3 to 4 ozs.	0.73	Over 12 to 14 ozs.	1.28
Over 4 to 6 ozs.	0.88	Over 14 but less than 16 ozs.	1.38

BULK RATE
CONSULT POSTMASTER

FOURTH CLASS

(PARCEL POST) ZONE RATES
CONSULT POSTMASTER FOR WEIGHT AND SIZE LIMITS

NONMACHINABLE SURCHARGE:
A parcel mailed to a ZIP Code destination outside the BMC service area for your post office is subject to a surcharge of $0.90 in addition to the rate shown in the table if:

A. It is nonmachinable according to the standards prescribed in Domestic Mail Manual section 753 or

B. It weighs more than 35 pounds.

WITHIN (INTRA-BMC) BMC DISCOUNT:
A parcel mailed to a ZIP Code destination shown below is for delivery within the BMC service area for your post office and is eligible for a discount of $0.16 from the rate shown in the table.

WITHIN (INTRA-BMC) BMC ZIP CODE DESTINATIONS FOR YOUR POST OFFICE ARE:

Weight 1 pound and not exceeding (pounds)	Local	Zones 1-2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7	Zone 8
2	1.36	1.41	1.51	1.66	1.88	2.13	2.25	2.30
3	1.41	1.49	1.66	1.87	2.21	2.56	2.90	3.07
4	1.47	1.57	1.79	2.06	2.54	3.03	3.57	4.74
5	1.52	1.65	1.92	2.28	2.86	3.47	4.18	5.62
6	1.56	1.74	2.05	2.50	3.18	3.92	4.74	6.48
7	1.63	1.82	2.18	2.71	3.51	4.37	5.32	7.36
8	1.69	1.89	2.32	2.92	3.83	4.82	5.91	8.25

STAMPS, ENVELOPES, AND POSTAL CARDS

ADHESIVE STAMPS AVAILABLE

Purpose	Form	Denomination and prices
Regular postage	Sheets	1, 2, 3, 4, 5, 7, 10, 12,* 13,* 14, 15,* 17, 18,* 19,* 20,* 22, 25, 28,* 29,* 30, 35,* 37, 39, 40, and 50 cents: $1, $2,* and $5
	Books	20 22-cent ($4.40), 5 22-cent ($1.10), 10 22-cent ($2.20), 3 $10.75 ($32.25), 3 $12.85 ($38.55)
	Coils of 100	17-cent, 20-cent,* 22-cent (Dispenser and stamp affixer for use with these coils are also available.)
	Coils of 500	1, 2, 3, 4, 5, 6, 10, 12, 13,* 14, 15,* 17, 18, 20,* 22-cents, and $1
	Coils of 3,000	1, 2, 3, 4, 5, 6, 10, 12, 13,* 14, 15,* 17, 18, 20,* 22, and 25-cents
International Airmail postage	Single or sheet	33, 36, and 44¢

*will be discontinued when stock is exhausted

ENVELOPES AVAILABLE

Kind	Stamped value	Selling price each
		Less than 500
Regular	22¢	27¢

POSTAL CARDS AVAILABLE

Kind	Selling price each
Single	14¢
Reply (14¢ each half)	28¢

SPECIAL SERVICES — DOMESTIC MAIL ONLY

INSURANCE

For Coverage Against Loss or Damage
Fees (in addition to postage)

Liability	Fee
$0.01 to $25	0.50
25.01 to 50	1.10
50.01 to 100	1.40
100.01 to 150	1.80
150.01 to 200	2.10
200.01 to 300	3.00
300.01 to 400	3.70
400.01 to 500	4.40

REGISTRY For Maximum Protection and Security

Value	Fees in addition to postage	
	For articles covered by Postal Insurance	For articles not covered by Postal Insurance
$0.01 to 100.00	3.60	3.55
$100.01 to 500.00 500.01 to 1,000.00 For higher values, consult Postmaster	3.90 4.25	3.80 4.15

ADDITIONAL SERVICES

CERTIFIED MAIL (in addition to postage)	$0.75
CERTIFICATE OF MAILING *(For bulk mailings and Firm mailing books, see Postmaster)*	$0.45

RESOURCE: Postage Rates, Fees, and Information,
United States Postal Service

TASK #12
INFORMATION SHEET
p. 2

11	6.27	7.87	9.13	10.22	11.33	13.71
12	6.70	8.66	9.61	11.01	12.22	13.72
13	7.13	9.13	10.40	11.79	13.16	14.73
14	7.55	9.70	11.17	12.57	13.88	15.74
15	7.97	10.38	11.88	13.36	14.67	16.75
16	8.38	10.86	12.54	14.14	15.76	17.75
17	8.83	11.44	13.23	14.93	16.64	18.76
18	9.24	12.01	13.90	15.70	17.53	19.77
19	9.67	12.58	14.58	16.40	18.41	20.78
20	10.09	13.17	15.27	17.27	19.30	21.78
21	10.51	13.75	15.96	18.05	20.17	22.80
22	10.84	14.32	16.64	18.84	21.06	23.81
23	11.26	14.90	17.32	19.62	21.94	24.82
24	11.79	15.46	18.00	20.40	22.83	25.83
25	12.21	16.06	18.69	21.19	23.71	26.84
26	12.63	16.64	19.37	21.97	24.59	27.84
27	13.06	17.22	20.05	22.75	25.46	28.86
28	13.48	17.79	20.73	23.53	26.36	29.86
29	13.91	18.37	21.42	24.32	27.25	30.87
30	14.33	18.95	22.10	25.10	28.13	31.88
31	14.75	19.53	22.78	25.88	29.01	32.88
32	15.18	20.11	23.47	26.67	29.89	33.89
33	15.60	20.68	24.15	27.45	30.78	34.91
34	16.03	21.26	24.83	28.23	31.67	35.92
35	16.45	21.84	25.52	29.02	32.55	36.93
36	16.87	22.42	26.20	29.80	33.43	37.95
37	17.30	23.00	26.88	30.58	34.32	38.94
38	17.72	23.57	27.56	31.36	35.20	39.96
39	18.15	24.15	28.25	32.15	36.09	40.96
40	18.57	24.73	28.93	32.93	36.97	41.97
41	18.99	25.31	29.61	33.71	37.86	42.99
42	19.42	25.89	30.30	34.50	38.74	43.99
43	19.84	26.46	30.98	35.28	39.62	45.00
44	20.27	27.04	31.66	36.06	40.51	46.01
45	20.69	27.62	32.35	36.85	41.39	47.02
46	21.11	28.20	33.03	37.63	42.27	48.02
47	21.54	28.78	33.71	38.41	43.16	49.03
48	21.96	29.35	34.39	39.19	44.04	50.04
49	22.39	29.93	35.08	39.98	44.93	51.05
50	22.81	30.51	35.76	40.76	45.81	52.06
51	23.23	31.09	36.44	41.54	46.69	53.07
52	23.66	31.67	37.13	42.33	47.58	54.08
53	24.08	32.24	37.81	43.11	48.46	55.09
54	24.51	32.82	38.49	43.89	49.35	56.10
55	24.93	33.40	39.18	44.68	50.23	57.11
56	25.36	33.98	39.86	45.46	51.11	58.11
57	25.78	34.56	40.54	46.24	52.00	59.12
58	26.20	35.13	41.22	47.02	52.88	60.13
59	26.63	35.71	41.91	47.81	53.77	61.14
60	27.05	36.29	42.59	48.59	54.65	62.15
61	27.47	36.87	43.27	49.37	55.53	63.16
62	27.90	37.45	43.96	50.16	56.42	64.17
63	28.32	38.02	44.64	50.94	57.30	65.18
64	28.75	38.60	45.32	51.73	58.19	66.19
65	29.17	39.18	46.01	52.51	59.07	67.20
66	29.59	39.76	46.69	53.29	59.95	68.20
67	30.02	40.34	47.37	54.07	60.84	69.21
68	30.44	40.91	48.05	54.86	61.72	70.22
69	30.87	41.49	48.74	55.64	62.61	71.23
70	31.29	42.07	49.42	56.43	63.49	72.24

Exception: Parcels weighing less than 15 pounds and measuring over 84 inches in length and girth combined are chargeable with a minimum rate equal to that for a 15 pound parcel for the zone to which addressed.

9	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
10	1.80	2.07	2.60	3.34	4.40	5.71	7.07	10.00
11	1.85	2.13	2.70	3.49	4.71	6.03	7.48	10.62
12	1.90	2.20	2.79	3.65	4.94	6.34	7.89	11.23
13	1.94	2.26	2.88	3.79	5.15	6.63	8.27	11.78
14	1.98	2.32	2.98	3.92	5.35	6.90	8.62	12.30
15	2.02	2.37	3.06	4.04	5.54	7.15	8.94	12.79
16	2.06	2.42	3.14	4.16	5.71	7.38	9.25	13.24
17	2.10	2.48	3.22	4.27	5.88	7.61	9.54	13.67
18	2.14	2.52	3.29	4.38	6.03	7.83	9.81	14.08
19	2.18	2.57	3.36	4.48	6.18	8.03	10.07	14.46
20	2.21	2.62	3.43	4.58	6.33	8.22	10.32	14.83
21	2.26	2.67	3.49	4.67	6.47	8.41	10.56	15.18
22	2.30	2.71	3.56	4.76	6.60	8.59	10.79	15.51
23	2.32	2.75	3.62	4.85	6.73	8.76	11.01	15.83
24	2.36	2.80	3.68	4.94	6.86	8.92	11.22	16.14
25	2.39	2.84	3.74	5.02	6.97	9.08	11.42	16.43
26	2.42	2.88	3.80	5.10	7.08	9.23	11.61	16.72
27	2.46	2.92	3.86	5.18	7.20	9.38	11.80	16.99
28	2.48	2.96	3.91	5.26	7.30	9.52	11.98	17.26
29	2.52	3.00	3.96	5.33	7.41	9.66	12.16	17.52
30	2.55	3.04	4.01	5.40	7.51	9.80	12.33	17.77
31	2.58	3.08	4.07	5.47	7.61	9.93	12.50	18.01
32	2.61	3.12	4.12	5.54	7.71	10.06	12.66	18.24
33	2.64	3.15	4.17	5.61	7.81	10.19	12.82	18.47
34	2.67	3.19	4.22	5.68	7.90	10.31	12.97	18.70
35	2.70	3.23	4.26	5.74	7.99	10.43	13.12	18.91
36	2.73	3.26	4.31	5.81	8.08	10.54	13.27	19.12
37	2.76	3.30	4.36	5.87	8.17	10.66	13.41	19.33
38	2.79	3.33	4.41	5.93	8.25	10.77	13.56	19.53
39	2.82	3.37	4.46	5.99	8.34	10.88	13.69	19.73
40	2.85	3.40	4.50	6.05	8.42	10.98	13.83	19.92
41	2.88	3.44	4.54	6.11	8.50	11.09	13.96	20.11
42	2.91	3.47	4.58	6.17	8.58	11.19	14.09	20.29
43	2.94	3.50	4.63	6.23	8.66	11.29	14.21	20.47
44	2.97	3.54	4.67	6.28	8.74	11.39	14.34	20.65
45	3.00	3.57	4.71	6.34	8.81	11.49	14.46	20.82
46	3.02	3.61	4.75	6.39	8.89	11.59	14.58	20.99
47	3.06	3.64	4.80	6.45	8.96	11.68	14.69	21.16
48	3.08	3.67	4.84	6.50	9.03	11.77	14.81	21.32
49	3.11	3.70	4.88	6.56	9.10	11.86	14.92	21.48
50	3.14	3.74	4.92	6.61	9.17	11.95	15.03	21.64
51	3.17	3.77	4.96	6.66	9.24	12.04	15.14	21.80
52	3.19	3.80	5.00	6.71	9.31	12.13	15.25	21.95
53	3.22	3.83	5.04	6.76	9.38	12.22	15.36	22.10
54	3.25	3.86	5.08	6.81	9.45	12.30	15.46	22.25
55	3.28	3.89	5.12	6.86	9.51	12.39	15.57	22.39
56	3.30	3.93	5.16	6.91	9.58	12.47	15.67	22.54
57	3.33	3.96	5.20	6.96	9.64	12.55	15.77	22.68
58	3.36	3.99	5.23	7.01	9.71	12.63	15.87	22.82
59	3.38	4.02	5.27	7.06	9.77	12.71	15.97	22.96
60	3.41	4.05	5.31	7.10	9.83	12.79	16.06	23.09
61	3.44	4.08	5.35	7.15	9.89	12.87	16.16	23.22
62	3.47	4.11	5.38	7.20	9.95	12.94	16.25	23.35
63	3.50	4.14	5.42	7.24	10.02	13.02	16.35	23.48
64	3.52	4.17	5.46	7.29	10.08	13.10	16.44	23.61
65	3.55	4.20	5.49	7.33	10.14	13.17	16.53	23.74
66	3.58	4.23	5.53	7.38	10.19	13.24	16.62	23.86
67	3.60	4.26	5.57	7.43	10.25	13.32	16.71	23.99
68	3.63	4.29	5.60	7.47	10.31	13.39	16.80	24.11
69	3.66	4.32	5.64	7.51	10.37	13.46	16.89	24.23
70	3.68	4.35	5.67	7.56	10.43	13.53	16.97	24.35

NOTE: If Within (Intra-BMC) BMC ZIP Code destinations fo r your post office are not shown above, consult your local postmaster and write the ZIP C des in the space provided.

Consult Postmaster for bound printed matter, spec al fourth-class, and library rates.

ADDITIONAL SERVICES FOR INSURED, CERTIFIED AND REGISTERED MAIL

Restricted Delivery*	$1.25
Return Receipts*	
Requested at time of mailing:	
Showing to whom and when delivered	$0.70
Showing to whom, when, and address where delivered	$0.90
Requested after mailing:	
Showing to whom and when delivered	$4.60

*Not available for mail insured for [illegible] or less

COD

Consult Postmaster for fee and conditions of mailing

SPECIAL DELIVERY FEE (In addition to required postage)

Class of Mail	Weight		
	Not more than 2 pounds	More than 2 pounds but not more than 10 pounds	More than 10 pounds
First Class All other classes	$2.95 3.10	$3.15 3.60	$4.00 4.60

SPECIAL HANDLING

Third and Fourth Class Only (In addition to required postage)

10 pounds and less	$1.10
More than 10 pounds	1.60

MONEY ORDERS

For safe transmission of money

$0.01 to 25.00	$0.75
25.01 to 700.00	1.00

SIZE STANDARDS FOR DOMESTIC MAIL

MINIMUM SIZE

Pieces which do not meet the following requirements are prohibited from the mails:

a. All pieces must be at least .007 of an inch thick, and
b. All pieces (except keys and identification devices) which are ¼ inch or less thick must be:
(1) Rectangular in shape,
(2) At least 3½ inches high, and
(3) At least 5 inches long.
NOTE: Pieces greater than ¼ inch thick can be mailed even if they measure less than 3½ by 5 inches.

NON STANDARD MAIL

All First-Class Mail weighing one ounce or less and all single-piece rate Third-Class mail weighing one ounce or less is nonstandard (and subject to a 10¢ surcharge in addition to the applicable postage and fees) if:

1. Any of the following dimensions are exceeded:
   Length—11½ inches,
   Height—6⅛ inches,
   Thickness—¼ inch, or
2. The piece has a height to length (aspect) ratio which does not fall between 1 to 1.3 and 1 to 2.5 inclusive. (The aspect ratio is found by dividing the length by the height. If the answer is between 1.3 and 2.5 inclusive, the piece has a standard aspect ratio.)

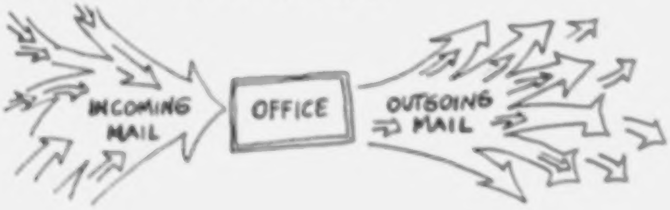
Poster 103, February 1985

R[illegible]RCE [illegible]ostage Rat[illegible] Fees [illegible]nd I[illegible]rmation. Unit[illegible]d St[illegible]s Po[illegible]al Se[illegible]ice.

TASK # 12
INFORMATION SHEET: OUTGOING MAIL

- INCOMING AND OUTGOING MAIL

- Outgoing mail is the mail leaving an office. Incoming mail is the mail coming in to an office.


INCOMING MAIL
OFFICE
OUTGOING MAIL

- In large companies, the mailroom handles both incoming and outgoing mail. The people who work in a mailroom are called mailroom clerks, and they perform all the mail-related duties.

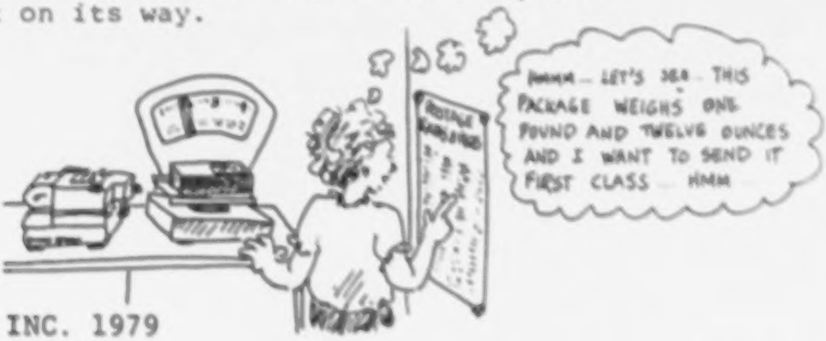
- OUTGOING MAIL

- The mailroom clerk's duties, as far as outgoing mail is concerned, are to: collect outgoing packages and correspondence, check that all the addresses are clearly written and complete with zip codes, sort them according to class and destination, and then either:

  -- weigh them, figure out the postage according to current postal charts, and attach the correct postage (either counted out in stamps or metered out on a postage meter machine), or

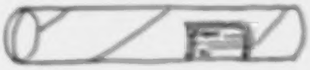
  -- take the sorted mail to the post office, and have a postal clerk weigh, calculate, and attach the postage.

  At this point, the mail is turned over to the postal service and sent on its way.

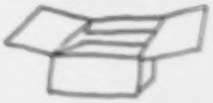

HMMM — LET'S SEE — THIS PACKAGE WEIGHS ONE POUND AND TWELVE OUNCES AND I WANT TO SEND IT FIRST CLASS — HMM —

TASK #12
INFORMATION SHEET : MAILING PACKAGES

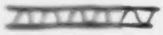
- Posters and other papers are sometimes mailed in mailing tubes made of cardboard. If something is too large to send in a mailing tube or large envelope, then you must use a cardboard box or carton.



- People usually use boxes or cartons made of corrugated cardboard.

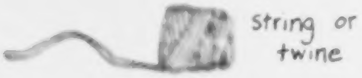


Cross-section of corrugated cardboard

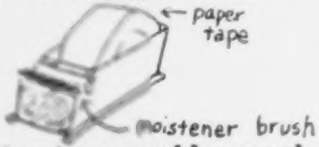


- They fill them with some kind of packing material or padding to protect the object, wrap them in brown paper, and either tie them with string or twine or tape them up with special packing tape. Packing tape can be paper tape (made of brown paper), or plastic sealing tape, or filament tape. Filament tape is very strong and has threads of nylon in it so it can't be torn and must be cut.

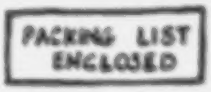
wrapping paper



- Any kind of holder for tape is called a tape dispenser. A tape dispenser for paper tape often has a moistener attached.

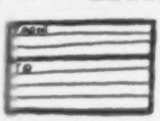


- Inside the box a packing slip is usually enclosed which contains a list of the contents of the package.



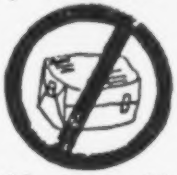
label for the outside of package

- On the outside of the package is attached a label with the address of the person the package is being sent to and your address - which is the return address.



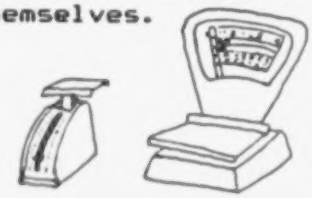
TASK #12
INFORMATION SHEET: MAILING PACKAGES
p. 2

- The post office has strict regulations about the size, weight, and wrapping of packages. (For example, they will not accept packages sealed with scotchtape or masking tape, because these are not secure enough).

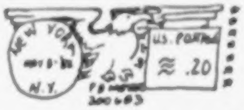


- Larger companies have a mail room that takes care of mailing letters and packages. Very small companies usually go directly to the post office.

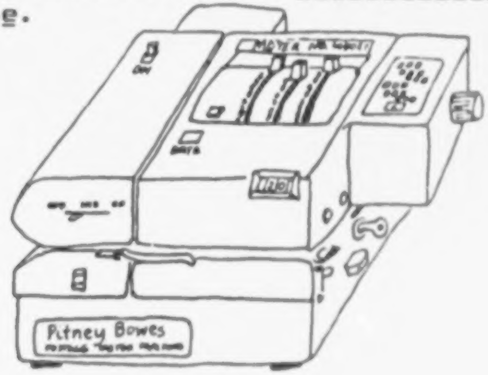
- Medium-size companies usually have scales (to determine the weight of the package or letter) and a chart with the postal rates so that they can figure the cost of mailing themselves.



- A stamp machine can be set for a certain amount of postage and then either print that amount directly on an envelope or print it on a small piece of paper tape that can be attached to a package or manila envelope.



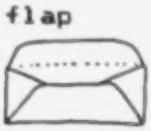
- The most common stamp machine is the Pitney-Bowes postage meter machine.

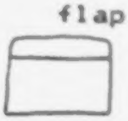


TASK #12
INFORMATION SHEET : OUTGOING MAIL
p. 3

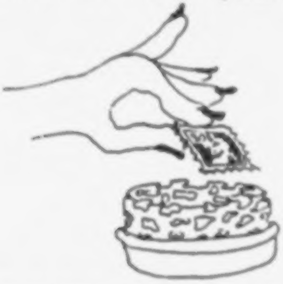
1. Mailing Letters

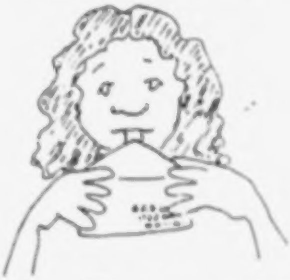
- Envelopes: The part of the envelope which folds over to close it is called the flap.





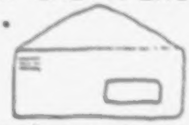
- There are several different ways of closing or sealing an envelope. The most common is a "gummed flap" - this kind has a sort of dried glue on the edge of the flap and you must moisten it with water or lick it with your tongue to make it sticky.





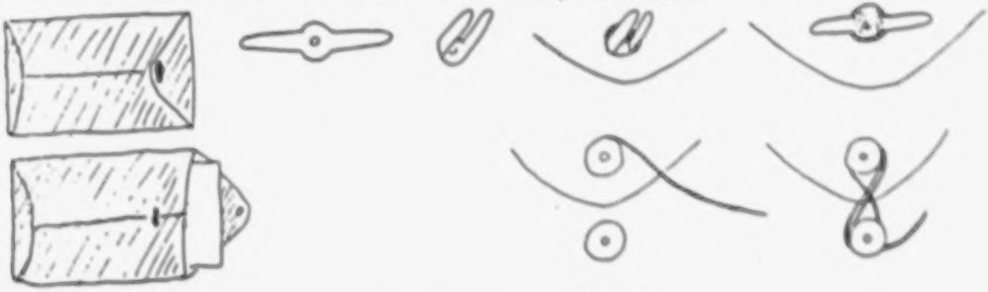
- Others are "self-seal envelopes". These usually have a band of a sticky or gummy substance and then a covering strip. When you remove the strip, the flap is ready to seal.

- Window envelopes have an opening in the front where a printed address can show through.



- Large envelopes are often made of a heavy-weight yellowish paper and are called manila envelopes. These usually have a gummed flap in addition to a metal clasp fasteners. These fasteners have metal fingers or prongs which bend up, insert through a hole in the flap, and bend flat again to close.

- Other manila envelopes close with a "string-and-button" type closure, where the string is wrapped around a button to hold the flap closed.



HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

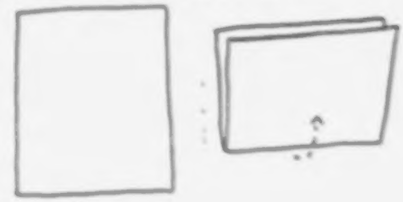
TASK #12
INFORMATION SHEET

FOLDING LETTERS

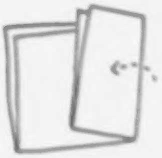
All letters must be properly folded for insertion in their envelopes.

For the standard business size envelope (No. 6½), letters are folded as follows.

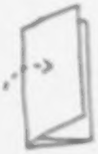
First - fold the lower edge of the letter to within ¼ inch of the top edge. Crease the fold neatly.



Second - fold the right side of the paper toward the left so that the folded portion will be about 1/3 of the width of the paper. Crease the fold neatly.

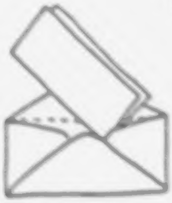


Third - fold the left side of the paper toward the right to within ¼ inch of the right edge. Crease and fold neatly.



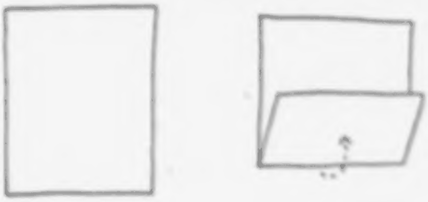
Fourth - hold the folded letter in the right hand, and the open envelope, face downward, in the left hand. Place the letter in the envelope so that the last fold is inserted first.

Note: Always allow for a slight overlay at each fold, as this makes it easier to unfold the letter.

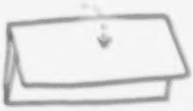


For the standard legal size envelope (No. 10), letters are folded as follows:

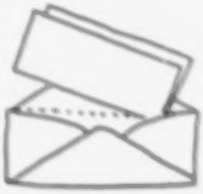
First - fold the lower edge of the letter to a point about 1/3 from the top edge of the letter. Crease the fold neatly.



Second - fold the top edge of the letter down to a point ¼ inch from the lower edge. Crease the fold neatly.



Third - hold the folded letter in the right hand, and the open envelope, face downward, in the left hand. Place the letter in the envelope so that the last fold is inserted first.



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HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ATTACHMENT
TECHNICAL TERMS

AIRMAIL:	mail sent by airplane.
BULK MAIL:	a single mailing of at least 200 pieces or 50 pounds of mail and assigned a bulk rate, a charge less than pieces mailed individually.
CASH RECEIPT:	a receipt given to person who needs to verify payment of postage and/or other services.
DELIVERY SERVICES:	city and rural services offered by post office.
DESTINATION ADDRESS:	recipient's name, address, city, state, and ZIP code.
DOMESTIC MAIL:	mail sent anywhere in the continental United States.
ENCLOSURE(S):	that which is enclosed, as a paper sent in a letter.
EXPRESS MAIL:	fastest overnight delivery of letters and packages.
FOLD:	to double (paper, cloth, etc.) over upon itself.
FORWARDING MAIL:	notification to post office of change of address.
INSURED MAIL:	reimbursement for an article lost or damaged while in postal custody.
INTERNATIONAL MAIL:	mail sent to foreign countries.
MAIL BAG:	cushioned, strong, brown-colored receptacle in which books or other fragile materials may mailed.
MAILGRAM:	an electronic message service which enables messages to be sent to any address in the U.S., Alaska, Hawaii, & Canada.
MAILING LABELS:	slips of paper or other material, for affixing to something to indicate destination.
OUTGOING MAIL:	letters, packages which are sent out via generally-accepted postal rules.
POSTAGE:	the charge for mailing a letter or other matter ordinarily prepaid by means of a stamp(s).
POSTAGE METER:	an electronic mailing machine.
POSTAL RATE TABLE:	a chart which helps calculate postage charges.
POSTMARK:	letters marked with the name, state abbreviation and first 3 digits of the ZIP code of the post office or city where the mail is processed.

TASK #12

TECHNICAL TERMS
p. 2

PRESORTED:	to prearrange according to kind or class; classify.
PRINTED MATTER:	paper on which words, letters, figures or computer prepared material have been reproduced by any process other than handwriting or typing, and may be sent as third-class mail if weighing less than 16 ozs.
PRIORITY MAIL:	first-class mail weighing more than 12 ozs.; maximum weight, 70 lbs.
REGISTERED MAIL:	a service which provides added protection for valuable mail.
RETURN ADDRESS:	sender's name, address, city, state and ZIP code.
SEAL:	anything that effectively closes a thing as in "sealing a letter".
SPECIAL DELIVERY:	delivery on Sundays and holidays beyond delivery hours for ordinary mail.
STUFF:	to fill a receptacle by packing the contents closely together.
TWO LETTER STATE ABBREVIATION:	two letters denoting 50 states' names including U.S. possessions.
ZIP CODE:	5 digits added after the state abbreviation which are important in the processing and delivery of mail.
ZIP CODE DIRECTORY:	published by the postal service containing the ZIP codes of all states, cities, and local areas, arranged in alphabetical order by state.

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1 : J.R. ESL

COMMUNICATIVE TASK: Vocabulary practice for the processing of mail.

DIRECTIONS: Write at least one verb corresponding to each of the following nouns.

Example: Postal rate chart.
look up/find/find out/consult

NOUNS	VERBS	
1. Postage Meters		
2. Scale		
3. Envelopes		
4. Zip Code Directory		
5. Packages		
6. Mail		
7. Address		
8. Label		
9. Enclosures		
10. ZIP Code		

NAME____________________ DATE__________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1: J.R.ESL

COMMUNICATIVE TASK: Vocabulary practice for the processing of mail.

DIRECTIONS: Write at least one verb corresponding to each of the following nouns.

Example: Postal rate chart.
look up/find/find out/consult

NOUNS	VERBS
1. Postage Meters	(operate/set/stamp)
2. Scale	(weigh)
3. Envelopes	(stamp/seal)
4. Zip Code Directory	(look up/find/find out/consult)
5. Packages	(wrap/tie/label)
6. Mail	(process/stamp/send)
7. Address	(check/type)
8. Label	(type/affix)
9. Enclosures	(attach/check /clip/staple)
10. ZIP Code	(check/look up)

NAME ____________________ DATE ______________

HACER, INC./HISPANIC WOMEN'S CENTER

BILINGUAL VOCATIONAL TRAINING

Task #12
ACTIVITY SHEET #2: J.R.ESL

COMMUNICATIVE TASK: Read for factual information.

DIRECTIONS: Next to each address write in what information is missing.

Example:

Missing information
ZIP Code

Ms. Jane Stewart
Accounting Department
Andover Realty
260 5th Avenue
New York, NY

Missing information:

1. Arts & Entertainment Network
Fifth Avenue
__________ New York, NY 10018

2. Fuji Bank & Trust Company
World Trade Center
__________ New York, NY 10048

3. Corporate Resources, INc.
89-27 Queens Boulevard
__________ New York, 11378

4. Olympic Design Furniture
57 Street
__________ New York, NY 10017

5. Presidential Agency
125 West
__________ Brooklyn 11002

6. Sherwood Packaging Co.
573 Grand
__________ Staten Island, NY 10127

7. H & L Management Corp.
1346 Washington Boulevard
__________ Connecticut 02158

8. Citibank
399 Madison
__________ New York, NY

9. Cabrini Medical Center
East 19th Street
__________ New York, NY 10004

NAME______________________________ DATE______________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

Task #12
ACTIVITY SHEET #2: J.R. ESL

COMMUNICATIVE TASK: Read for factual information.

DIRECTIONS: Next to each address write in what information is missing.

Example:

Missing information
ZIP Code

Ms. Jane Stewart
Accounting Department
Andover Realty
260 5th Avenue
New York, NY

Missing information:

(building or apt.#)

1. Arts & Entertainment Network
Fifth Avenue
New York, NY- 10018

(no.)

2. Fuji Bank & Trust Company
World Trade Center
New York, NY 10048

(state)

3. Corporate Resources, INc.
89-27 Queens Boulevard
New York, 11378

(building number,
room number)

4. Olympic Design Furniture
57 Street
New York, NY 10017

(street)
(state)

5. Presidential Agency
125 West
Brooklyn 11002

(street)

6. Sherwood Packaging Co.
573 Grand
Staten Island, NY 10127

(city)

7. H & L Management Corp.
1346 Washington Boulevard
Connecticut 02158

(street type)
(zip code)

8. Citibank
399 Madison
New York, NY

(building number,
room number)

9. Cabrini Medical Center
East 19th Street
New York, NY 10004

NAME______________________ DATE______________

TASK #12

ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Read for factual information

DIRECTIONS: From the list of superlative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees and Information" Chart and INFORMATION SHEETS.)

safest
fastest

heaviest
smallest

cheapest
largest
thickest

1. The ___________ way to send irreplaceable items is by Registered Mail.
2. The ___________ envelope you could send First-Class is 12 oz..
3. The ___________ way to send at least 200 identical printed items is by Third-Class mail (also referred to as bulk business mail).
4. The ___________ way to send something is by Express Mail/Next Day Service.
5. The ___________ sized envelope you can send is 3½" x 5".
6. The ___________ amount of money you could send in 1 money order would be $700.00.
7. The ___________ envelope you can send First-Class is ¼ of an inch.

NAME______________________________ DATE______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ACTIVITY SHEET #3: J.R.ESL

COMMUNICATIVE TASK: Read for factual information

DIRECTIONS: From the list of superlative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees, and Information" Chart and INFORMATION SHEETS.)

safest
fastest

heaviest
smallest

cheapest
largest
thickest

1. The (safest) way to send irreplaceable items is by Registered Mail.
2. The (heaviest) envelope you could send First-Class is 12 oz..
3. The (cheapest) way to send at least 200 identical printed items is by Third-Class mail (also referred to as bulk business mail).
4. The (fastest) way to send something is by Express Mail/Next Day Service.
5. The (smallest) sized envelope you can send is 3½" x 5".
6. The (largest) amount of money you could send in 1 money order would be $700.00.
7. The (thickest) envelope you can send First-Class is ¼ of an inch.

Answers can be found in "Postage Rates,Fees and Information" chart published by the U.S. Postal Service and in the INFORMATION SHEETS.

NAME______________________ DATE______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ACTIVITY SHEET #4: J.R.ESL

COMMUNICATIVE TASK: Reading for factual information

DIRECTIONS: From the list of comparative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees and Information" Chart and INFORMATION SHEETS.)

cheaper
smaller
heavier
less
faster
more

1. For First-Class mail, envelopes ____________ than 3½" x 5" or ___________ than ¼" are also unacceptable.
2. For Express Mail, items ____________ than 70 pounds are not acceptable.
3. To insure a mailed item for _________ than $500.00, you have to use Registered Mail service.
4. With a postage meter, you can process the mail much __________ than by hand.
5. Printed matter can be sent Third-Class which is _________ than First-Class if each piece weighs ________ than 16 ounces.

NAME ___________________________________ DATE ___________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ACTIVITY SHEET #4: J.R.ESL

COMMUNICATIVE TASK: Reading for factual information

DIRECTIONS: From the list of comparative adjectives below, choose the one that best completes the sentence. (Use the "Postage Rates, Fees and Information " Chart and INFORMATION SHEETS.)

cheaper heavier faster
smaller less more

1. For First Class mail, envelopes (smaller) than 3½" x 5" or (smaller) than ¼" are also unacceptable.
2. For Express Mail, items (heavier) than 70 pounds are not acceptable.
3. To insure a mailed item for (more) than $500.00, you have to use Registered Mail service.
4. With a postage meter, you can process the mail much (faster) than by hand.
5. Printed matter can be sent Third Class which is (cheaper) than First-Class if each piece weighs (less) than 16 ounces.

NAME____________________ DATE____________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ACTIVITY SHEET # 5 J.R.E&L

COMMUNICATIVE TASK: WH questions; seek clarification

DIRECTIONS: Write the questions corresponding to the following sentences.

Ex. Answer: A five digit designation which is very important in efficient mail processing.
Question: What is a ZIP code?

1. Answer: Because it's a faster way to process outgoing mail.
Question: ______________________________

2. Answer: Mail is delivered faster using them.
Question: ______________________________

3. Answer: Registered mail is the safest service offered by the Postal Service.
Question: ______________________________

4. Answer: It is called a cash receipt.
Question: ______________________________

5. Answer: It guarantees overnight delivery.
Question: ______________________________

6. Answer: You would find them listed in the ZIP Code Directory.
Question: ______________________________

7. Answer: You should put it in the upper-left hand corner of the envelope.
Question: ______________________________

8. Answer: The 1st ounce costs 22¢ and each additional ounce costs 17¢.
Question: ______________________________

NAME ______________________________ DATE ____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12
ACTIVITY SHEET # 5 J.R.F&L

COMMUNICATIVE TASK: WH questions; seek clarification

DIRECTIONS: Write the questions corresponding to the following sentences.

Ex. Answer: A five digit designation which is very important in efficient mail processing.
Question: What is a ZIP code?

1. Answer: Because it's a faster way to process outgoing mail.
Question: Why is it better to use a postage meter?

2. Answer: Mail is delivered faster using them.
Question: Why is it important to use ZIP codes?

3. Answer: Registered mail is the safest service offered by the Postal Service.
Question: What kind of mail service would I use to send a valuable document?

4. Answer: It is called a cash receipt.
Question: What is a verification of postage payment called?

5. Answer: It guarantees overnight delivery.
Question: What does Express Mail service guarantee?

6. Answer: You would find them listed in the ZIP Code Directory.
Question: Where can I find ZIP codes listed?

7. Answer: You should put it in the upper-left hand corner of the envelope.
Question: Where should I put a return address on an envelope?

8. Answer: The 1st ounce costs 22¢ and each additional ounce costs 17¢.
Question: How much does it cost to mail a letter First-Class?

NAME ______________________ DATE ______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Using the Postal Rate Chart, fill in the blanks to complete the sentence.

1. A letter weighing 2 ounces costs ____ to mail First-Class.
2. A 2lb. package mailed First-Class to Zone 4 would cost ____.
3. Books, catalogs and other printed matter weighing less than 16 ozs. can be sent ______-Class; over 6 to 8 ozs. costs_____.
4. The charge for a $25.00 money order is___.
5. A 50 pound parcel sent Fourth-Class mail to Zone 7 would cost___.
6. The Express Mail rate up to 5 lbs. costs______.
7. Return receipt showing to whom and when mail delivered, costs_____.
8. Special delivery fee for First-Class package weighing two (2) pounds______.
9. Insuring a package for $400 would cost _____.
10. A single postal card bought at the post office would cost______.

NAME______________________________ DATE____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

ACTIVITY SHEET #1 VOCATIONAL

DIRECTIONS: Using the Postal Rate Chart, fill in the blanks to complete the sentence.

1. A letter weighing 2 ounces costs 39¢ to mail First-Class.
2. A 2lb. package mailed First-Class to Zone 4 would cost $2.40.
3. Books, catalogs and other printed matter weighing less than 16 ozs. can be sent Third -Class; over 6 to 8 ozs. costs 98¢ .
4. The charge for a $25.00 money order is 75¢.
5. A 50 pound parcel sent Fourth-Class mail to Zone 7 would cost $15.03.
6. The Express Mail rate up to 5 lbs. costs $12.85.
7. Return receipt showing to whom and when mail delivered, costs $4.50.
8. Special delivery fee for First-Class package weighing two (2) pounds $2.95 .
9. Insuring a package for $400 would cost $3.70 .
10. A single postal card bought at the post office would cost 14¢ .

NAME______________________ DATE________________

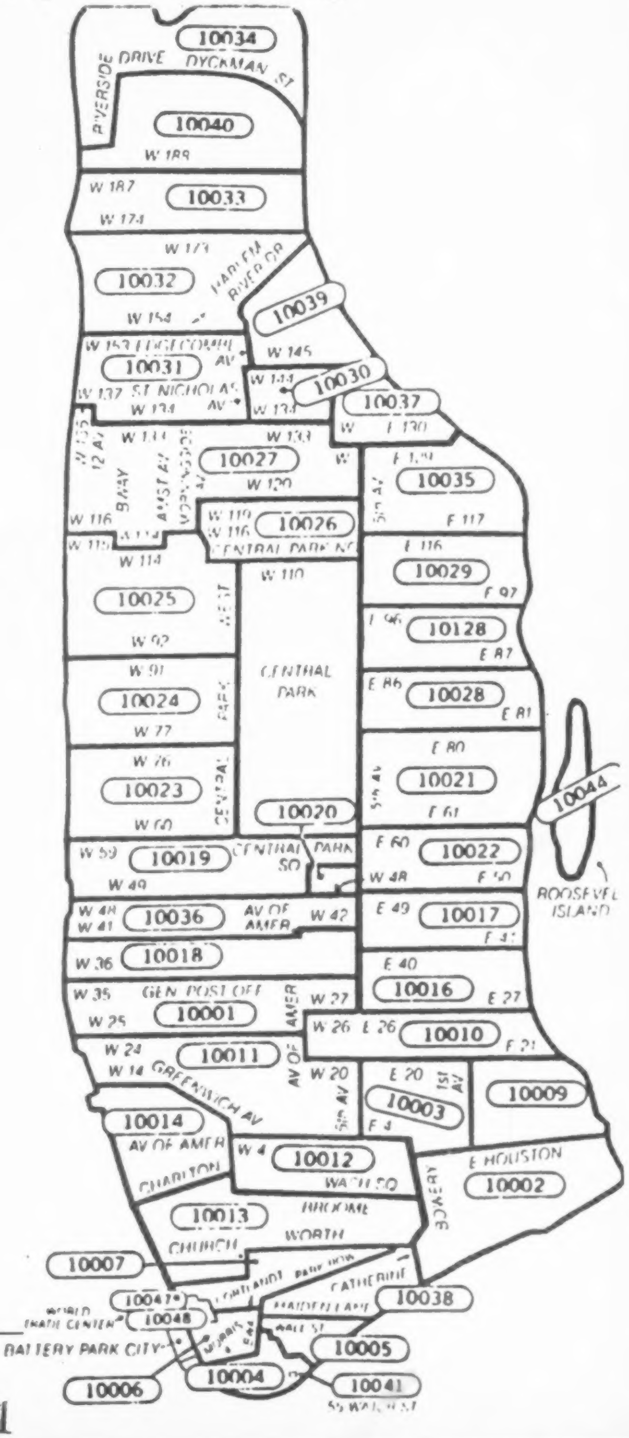
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Fill in the correct ZIP codes for Manhattan addresses by consulting the attached map.

ADDRESS	ZIP CODE
1. 444 West 56th Street	(10019)
2. World Trade Center	(10048)
3. 259 West 174th Street	(0033)
4. 259 East 74th Street	(10021)
5. 105 West 90th Street	(10024)
6. 28 East 27th Street	(10016)
7. Roosevelt Island	(10044)
8. 408 West 58th Street	(10019)
9. 287 West 75th Street	(10023)
10. 138 East 37th Street	(10016)


10034
RIVERSIDE DRIVE
DYCKMAN ST
10040
W 189
W 187
10033
W 174
W 173
10032
HARLEM RIVER DR
10039
W 154
W 153 EDGECOMBE AV
W 145
10031
ST NICHOLAS AV
10030
10037
E 130
10027
W 120
10035
E 117
10026
CENTRAL PARK NO
W 116
W 110
10029
E 116
E 97
10025
E 96
10128
E 87
W 92
W 91
CENTRAL PARK
E 86
10028
E 81
10024
W 77
W 76
E 80
10021
10023
CENTRAL PARK W
10020
E 61
10044
W 60
W 59
10019
CENTRAL PARK SO
E 60
10022
W 49
W 48
E 50
ROOSEVELT ISLAND
W 41
10036
AV OF AMER
W 42
E 49
10017
E 41
W 36
10018
E 40
10016
W 35
GEN POST OFF
W 27
E 27
10001
W 25
W 26
E 26
10010
E 21
W 24
10011
W 14
GREENWICH AV
W 20
E 20
1ST AV
10003
10009
5th AV
E 4
10014
AV OF AMER
W 4
10012
CHARLTON
WASH SQ
E HOUSTON
BOWERY
10002
10013
BROOME
WORTH
CHURCH
10007
CORTLANDT
PARK ROW
CATHERINE
10047
WORLD TRADE CENTER
10048
MAIDEN LANE
10038
WALL ST
BATTERY PARK CITY
10005
10006
10004
10041
55 WATER ST

NAME____________________ DATE____________________

source: NYNEX Information Resources Co. 1986

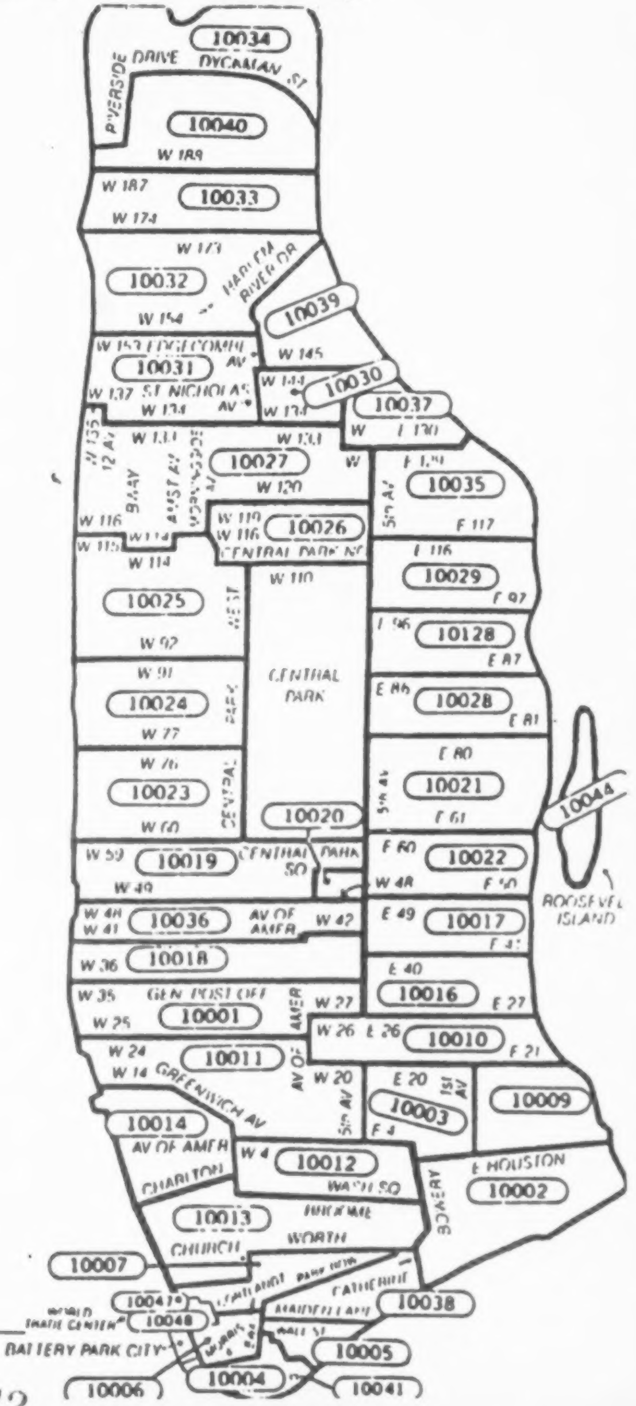
HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS: Fill in the correct ZIP codes for Manhattan addresses by consulting the attached map.

ADDRESS	ZIP CODE
1. 444 West 56th Street	________
2. World Trade Center	________
3. 259 West 174th Street	________
4. 259 East 74th Street	________
5. 105 West 90th Street	________
6. 28 East 27th Street	________
7. Roosevelt Island	________
8. 408 West 58th Street	________
9. 287 West 75th Street	________
10. 138 East 37th Street	________


10034
RIVERSIDE DRIVE
DYCKMAN ST
10040
W 189
W 187
10033
W 174
W 173
10032
HARLEM RIVER DR
W 154
10039
W 153 EDGECOMBE AV
10031
W 145
W 137 ST NICHOLAS AV
W 134
10030
10037
E 130
W 135
12 AV
BWAY
AMST AV
MORNINGSIDE AV
10027
W 120
10035
5th AV
E 117
W 116
W 119
10026
CENTRAL PARK NO
W 115
W 114
W 110
E 116
10029
E 97
10025
WEST
E 96
10128
E 87
W 92
W 91
CENTRAL PARK
E 86
10028
E 81
10024
PARK
W 77
E 80
W 76
10021
10023
CENTRAL
5th AV
E 61
10044
W 60
10020
W 59
10019
CENTRAL SO
PARK
E 60
10022
W 49
W 48
E 50
ROOSEVELT ISLAND
W 48
W 41
10036
AV OF AMER
W 42
E 49
10017
E 41
W 36
10018
E 40
W 35
GEN POST OFF
10016
W 27
E 27
W 25
10001
AV OF AMER
W 26
E 26
10010
E 21
W 24
10011
W 14
GREENWICH AV
W 20
E 20
1st AV
10009
10003
5th AV
E 4
10014
AV OF AMER
W 4
10012
E HOUSTON
CHARLTON
WASH SQ
BOWERY
10002
10013
DUANE
WORTH
CHURCH
10007
CORTLANDT
PARK ROW
CATHERINE
10047
WORLD TRADE CENTER
10048
MAIDEN LANE
10038
WALL ST
BATTERY PARK CITY
10005
10006
10004
10041

NAME________________________ DATE____________________

Source: NYNEX Information Resource Co. 1986

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET: #3 VOCATIONAL

Directions: Use the following list to complete the sentences.

Gummed flap
Metal clasp fastener
Label
Postal rate chart
Mailing tubes

Scale
Stamp machine
Pitney Bowes
Tape dispenser
Flap

1. The most common way of sealing an envelope is by using a ________ ______
2. Any kind of holder for tape is called a ______ ________
3. The return address on a package is displayed by attaching a __________
4. Posters and other papers are sometimes mailed in _______ _____
5. The most common type of stamp machine is the ____________
6. A _____ _______ can be set for a certain amount of postage.
7. A _____ is used to determine the weight of a package or letter.
8. A ______ ____ _____ is used to determine the cost of mailing.
9. The part of the envelope which folds over to close it is the ____
10. Some manila envelopes can be closed by a ____________________

NAME___________________________ DATE____________________

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

ACTIVITY SHEET: #3 VOCATIONAL

Directions: Use the following list to complete the sentences.

Gummed flap
Metal clasp fastener
Label
Postal rate chart
Mailing tubes

Scale
Stamp machine
Pitney Bowes
Tape dispenser
Flap

1. The most common way of sealing an envelope is by using a Gummed flap
2. Any kind of holder for tape is called a Tape dispenser
3. The return address on a package is displayed by attaching a Label
4. Posters and other papers are sometimes mailed in Mailing tubes
5. The most common type of stamp machine is the Pitney Bowes
6. A stamp machine can be set for a certain amount of postage.
7. A scale is used to determine the weight of a package or letter.
8. A postal rate chart is used to determine the cost of mailing.
9. The part of the envelope which folds over to close it is the flap
10. Some manila envelopes can be closed by a metal clasp fastener

NAME____________________ DATE________________

Zip
Code
Directory

RESOURCE: United States Postal Service

ZIP CODE

Directory For The United States

The following pages cover all places in the U.S., with Zip Codes, that have 2,500 or more inhabitants. Multi-zoned cities have an asterisk (*) following prefix. Your postmaster urges you to use zip codes at all times. IT HELPS SPEED YOUR MAIL!

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Vermont	36
Virginia	36
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West Virginia	37
Wisconsin	38
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ALABAMA

36310	Abbeville
35950	Albertville
35010	Alexander City
35442	Aliceville
36420	Andalusia
36201	Anniston
35016	Arab
35611	Athens
36502	Atmore
35954	Attalla
36830	Auburn
36507	Bay Minette
36509	Bayou La Batre
35020	Bessemer
352 •	Birmingham
35957	Boaz
36426	Brewton
35740	Bridgeport
35020	Brighton
36010	Brundidge
36611	Chickasaw
35044	Childersburg
35045	Clanton
35550	Cordova
35055	Cullman
36853	Dadeville
36322	Daleville
35601	Decatur
36732	Demopolis
36301	Dothan
36426	East Brewton
36323	Elba
36330	Enterprise
36027	Eufaulla
35462	Eutaw
36401	Evergreen
36854	Fairfax
35064	Fairfield
36532	Fairhope
35555	Fayette
36442	Florala
35630	Florence
36535	Foley
35967	Fort Payne
35068	Fultondale
35901	Gadsden
35071	Gardendale
36340	Geneva
35905	Glencoe
35073	Graysville
36744	Greensboro
36037	Greenville
35976	Guntersville
35565	Haleyville
35640	Hartselle
36345	Headland
35209	Homewood
35020	Hueytown
35801	Huntsville
35210	Irondale
36545	Jackson
36265	Jacksonville
35501	Jasper
36862	Lafayette
36863	Lanett
36864	Langdale
35094	Leeds
36748	Linden
35020	Lipscomb
36756	Marion
35228	Midfield
35150	Mignon
36601	Mobile
36460	Monroeville
35115	Montevallo
36104	Montgomery
35223	Mountain Brook
35660	Muscle Shoals
35476	North Port
35121	Oneonta
36801	Opelika
36467	Opp
36201	Oxford
36360	Ozark
35125	Pell City
36867	Phenix City
36272	Piedmont
35127	Pleasant Grove
36067	Prattville
36610	Prichard
36274	Roanoke
35653	Russellville
36571	Saraland
35768	Scottsboro
36701	Selma
35660	Sheffield
35150	Sylacauga
35160	Talladega
36078	Tallassee
35217	Tarrant City
36784	Thomasville
36081	Troy
35173	Trussville
35401	Tuscaloosa
35674	Tuscumbia
36083	Tuskegee
36089	Union Springs
35216	Vestavia Hills
36201	West End Anniston
36092	Wetumpka
35594	Winfield
36925	York

ALASKA

99501	Anchorage
99701	Fairbanks
99801	Juneau
99901	Ketchikan
99615	Kodiak
99835	Sitka
99503	Spenard

ARIZONA

85321	Ajo
85323	Avondale
85603	Bisbee
85326	Buckeye
85222	Casa Grande
85224	Chandler
85532	Claypool
85533	Clifton
85228	Coolidge
85607	Douglas
85335	El Mirage
85231	Eloy
86000	Flagstaff
85301	Glendale
85501	Globe
86025	Holbrook
86401	Kingman
85201	Mesa
85539	Miami
85621	Nogales
86040	Page
85251	Paradise Valley
85345	Peoria
850 •	Phoenix
86301	Prescott
85546	Safford
85631	San Manuel
85251	Scottsdale
85635	Sierra Vista
85713	South Tucson
85273	Superior
85281	Tempe
85353	Tolleson
857 •	Tucson
85364	West Yuma
85643	Willcox
86046	Williams
86047	Winslow
85364	Yuma

ARKANSAS

71923	Arkadelphia
71822	Ashdown
72006	Augusta
72501	Batesville
72015	Benton
72712	Bentonville
72315	Blytheville
72927	Booneville
72021	Brinkley
71701	Camden
72029	Clarendon
72830	Clarksville
72032	Conway
72422	Corning
71635	Crossett
72834	Dardanelle
71832	De Queen
71638	Dermott
72042	De Witt
71639	Dumas
72331	Earle
71730	El Dorado City
72046	England
71640	Eudora
72701	Fayetteville
71742	Fordyce
72335	Forrest City
72901	Fort Smith

ARKANSAS

71646	Hamburg
72601	Harrison
72342	Helena
71801	Hope
71901	Hot Springs
72076	Jacksonville

72401	Jonesboro
71653	Lake Village
722 •	Little Rock
72086	Lonoke
71654	McGehee
71753	Magnolia
72104	Malvern
72360	Marianna
72365	Marked Tree
71953	Mena
71655	Monticello
72110	Morrilton
72653	Mountain Home
71852	Nashville
72112	Newport
72114	North Little Rock
72370	Osceola
72949	Ozark
72450	Paragould
72855	Paris
72454	Piggott
71601	Pine Bluff
72455	Pocahontas
71857	Prescott
72756	Rogers
72801	Russellville
72143	Searcy
72761	Siloam Springs
72764	Springdale
71860	Stamps
72160	Stuttgart
75501	Texarkana
72472	Trumann
72956	Van Buren
72476	Walnut Ridge
71671	Warren
72390	West Helena
72301	West Memphis
72396	Wynne

CALIFORNIA

92301	Adelanto
94501	Alameda
94507	Alamo
94706	Albany
918 •	Alhambra
91001	Altadena
91701	Alta Loma
96101	Alturas
95127	Alum Rock
928 •	Anaheim
96007	Anderson
94509	Anticoch
92307	Apple Valley
95003	Aptos
91006	Arcadia
95521	Arcata
95825	Arden
93420	Arroya Grande
90701	Artesia
93203	Arvin
93422	Atascadero
94025	Atherton
95301	Atwater
95603	Auburn
93204	Avenal
91702	Azusa
933 •	Bakersfield
91706	Baldwin Park
92220	Banning
92311	Barstow
91746	Bassett
92223	Beaumont
90201	Bell
90706	Bellflower
90201	Bell Gardens
94002	Belmont
94510	Benicia
947 •	Berkeley
902 •	Beverly Hills
93514	Bishop
92316	Bloomington
92225	Blythe
96001	Bonnyville
92227	Brawley
92621	Brea
90620	Buena Park
915 •	Burbank
94010	Burlingame
92041	Calavo Gardens
92231	Calexico
92320	Calimesa
93725	Calwa
93010	Camarillo
95124	Cambrian Park
95008	Campbell
92624	Capistrano Beach
95010	Capitola
92007	Cardiff-by-the-Sea
92008	Carlsbad
93921	Carmel
95608	Carmichael
93013	Carpinteria
90744	Carson
92011	Castle Park
94546	Castro Valley
95012	Castroville
92234	Cathedral City
95307	Ceres
90701	Cerritos
94541	Cherryland
95926	Chico
95926	Chico Vecino
91710	Chino
93610	Chowchilla
92012	Chulla Vista
95610	Citrus Heights
91711	Claremont
95425	Cloverdale
93612	Clovis
92236	Coachella
93210	Coalinga
92324	Colton
95932	Colusa
90022	Commerce
90220	Compton
945 •	Concord
93212	Corcoran
96021	Corning
91720	Corona
92118	Coronado
94925	Corte Madera
92626	Costa Mesa
91722	Covina
95531	Crescent City
95531	Crescent City N.W.
94525	Crockett
93277	Crowley
91730	Cucamonga
90201	Cudahy
90231	Culver City
95014	Cupertino
90630	Cypress
94014	Daly City
92629	Dana Point
94526	Danville
95616	Davis
90250	Del Aire
93215	Delano
92014	Del Mar
92240	Desert Hot Springs
91766	Diamond Bar
93618	Dinuba
95620	Dixon
93620	Dos Palos
90240	Downey
91010	Duarte
94566	Dublin
92399	Dunlap Acres
96025	Duns Muir
93219	Earlimart
90022	E. Los Angles
95351	E. Modesto
94303	E. Palo Alto
93257	E. Porterville
94805	E. Richmond
90731	East View
92020	El Cajon
92243	El Centro
94530	El Cerrito
95624	Elk Grove
94520	El Monte-Concord
91731	El Monte-L.A.
93030	El Rio
90245	El Sugundo
92330	Elsinore
94803	El Sobrante
94608	Emeryville
92024	Encinitas
96001	Enterprise
92025	Escondido
95501	Eureka
93454	Evergreen
93221	Exeter
94930	Fairfax
94533	Fairfield
95628	Fair Oaks
92028	Fallbrook
93223	Farmersville
93704	Fig Garden
93015	Fillmore
93622	Firebaugh
90001	Florence
95630	Folsom
92335	Fontana

95841	Foothill Farms
93268	Ford City
95437	Fort Bragg
95540	Fortuna
94404	Forster City
92708	Fountain Valley
95019	Freedom
94536	Fremont
937 •	Fresno
95820	Fruitridge
92631	Fullerton
95632	Galt
90247	Gardena
92640	Garden Grove
95020	Gilroy
92509	Glen Avon Heights
912 •	Glendale
91740	Glendora
93017	Goleta
90002	Graham
92324	Grand Terrace
95945	Grass Valley
95948	Gridley
93433	Grover City
93434	Guadalupe
95322	Gustine
91745	Hacienda Heights
94019	Half Moon Bay
93230	Hanford
90715	Hawaiian Gardens
90250	Hawthorne
94543	Hayward
95448	Healdsburg
92343	Hemet
90254	Hermosa Beach
92345	Hesperia
92346	Highland
94010	Hillsborough
95023	Hollister
92250	Holtville
92646	Huntington Beach
90255	Huntington Park
92251	Imperial
92032	Imperial Beach
92201	Indio
903 •	Inglewood
93017	Isla Vista
92252	Joshua Tree
94707	Kensington
94904	Kentfield
93630	Kerman
93930	King City
93631	Kingsburg
91011	La Canada
91214	La Cresecnta
94549	Lafayette
92651	Laguna Beach
92653	Laguna Hills
90631	La Habra
92330	Lakeland Village
95453	Lakeport
92040	Lakeside
90712	Lakewood
92041	La Mesa
90638	La Mirada
93241	Lamont
93534	Lancaster
90620	La Palma
92077	La Presa
91744	La Puente
94939	Larkspur
91750	La Verne
90260	Lawndale
92045	Lemon Grove
93245	Lemoore
90304	Lennox
92311	Lenwood
92024	Leucadia
90250	Liberty Acres
95648	Lincoln
92047	Lincoln Acres
95901	Linda
93247	Lindsay
95062	Live Oak
94550	Livermore
95334	Livingston
95240	Lodi
92345	Loma Linda
90717	Lomita
93436	Lompoc
908 •	Long Beach
90720	Los Alamitos
94022	Los Altos
94022	Los Altos Hills
900 •	Los Angeles
93635	Los Banos
95030	Los Gatos
90606	Los Nietos
90262	Lynwood
93250	McFarland
95521	McKinleyville
93637	Madera
90265	Malibu
90266	Manhattan Beach
95336	Manteca
93933	Marina
94903	Marinwood
94553	Martinez
95901	Marysville
90270	Maywood
92023	Meiners Oaks
93640	Mendota
94025	Melno Park
92359	Mentone
95340	Merced
91107	Michillinda
92655	Midway City
94030	Millbrae
94941	Mill Valley
95035	Milpitas
91752	Mira Loma
95350	Modesto
91016	Monrovia
91763	Montclair
90640	Montebello
93103	Montecito
93940	Monterey
91754	Monterey Park
91020	Montrose
93021	Moorpark
95037	Morgan Hill
93442	Morro Bay
94040	Mountain View
96067	Mount Shasta
95926	Mulberry
92404	Muscoy
95501	Myrtletown
94558	Napa
92050	National City
92363	Needles
94560	Newark
91320	Newbury Park
91321	Newhall
95360	Newman
92660	Newport Beach
91760	Norco
95350	N. E. Modesto
94063	North Fair Oaks
95660	North Highlands
92408	No. Loma Linda
94804	No. Richmond
95380	No. Turlock
90650	Norwalk
94947	Novato
95361	Oak Dale
946 •	Oakland
93022	Oakview
92054	Oceanside
93308	Oildale
93023	Ojai
95961	Olivehurst
91761	Ontario
95060	Opal Cliffs
92666	Orange
93646	Orange Cove
95662	Orangevale
94563	Orinda
95963	Orland
95965	Oroville
93030	Oxnard
94553	Pacheco
94044	Pacifica
93950	Pacific Grove
93550	Palmdale
92260	Palm Desert
92262	Palm Springs
943 •	Palo Alto
90274	Palos Verdes Est.
95969	Paradise
90723	Paramount
95823	Parkway
911 •	Pasadena
95363	Patterson
92509	Pedley
92370	Perris
94952	Petaluma
90660	Pico Rivera
94611	Piedmont
93650	Pinedale
94564	Pinole
93449	Pismo Beach
94565	Pittsburg
92670	Placentia
95667	Placerville
94523	Pleasant Hill

94566	Pleasanton
91766	Pomona
93257	Porterville
93041	Port Hueneme
94025	Portola Valley
93534	Quartz Hill
95670	Rancho Cordova
95014	Rancho Rinconado
96080	Red Bluff
96001	Redding
92373	Redlands
90277	Redondo Beach
94061	Redwood City
93654	Reedley
92376	Rialto
94802	Richmond
93555	Ridgecrest
95562	Rio Dell
95673	Rio Linda
94571	Rio Vista
95367	Riverbank
925 •	Riverside
94572	Rodeo
94928	Rohnert Park
90274	Rolling Hill Estates
94806	Rollingwood
95401	Roseland
91770	Rosemead
95678	Roseville
94957	Ross
90720	Rossmoor
91745	Rowland Heights
92509	Rubidoux
958 •	Sacramento
94547	St. Helena
93901	Salinas
94960	San Anselmo
924 •	San Bernardino
94066	San Bruno
94070	San Carlos
92672	San Clemente
921 •	San Diego
91773	San Dimas
91340	San Fernando
941 •	San Francisco
91775	San Gabriel
93657	Sanger
92383	San Jacinto
951 •	San Jose
92675	San Juan Capistrano
94577	San Leandro
94577	San Leandro So.
94580	San Lorenzo
93401	San Luis Obispo
92069	San Marcos
91108	San Marino
944 •	San Mateo
94806	San Pablo
94901	San Rafael
927 •	Santa Ana
92701	Santa Ana Heights
931 •	Santa Barbara
95050	Santa Clara
95060	Santa Cruz
90670	Santa Fe Springs
93454	Santa Maria
904 •	Santa Monica
93060	Santa Paula
95401	Santa Rosa
93063	Santa Susana
94901	Santa Venetia
92071	Santee
94596	Saranap
95070	Saratoga
93001	Saticoy
94965	Sausalito
95060	Scotts Valley
90740	Seal Beach
93955	Seaside
95472	Sebastopol
93662	Selma
94061	Sequoia
93263	Shafter
94565	Shore Acres
91024	Sierra Madre
90806	Signal Hill
93065	Simi
92075	Solana Beach
93960	Soledad
95476	Sonoma
95370	Sonora
91733	So. El Monte
90280	South Gate
92677	South Laguna
95705	South Lake Tahoe
95350	South Modesto
95965	South Oroville
91030	South Pasadena
94080	South San Francisco
91777	South San Gabriel
92077	Spring Valley
94305	Stanford
90680	Stanton
952 •	Stockton
94585	Suisun City
92361	Sun City
92388	Sunnymead
94086	Sunnyvale
93063	Susana Knolls
96130	Susanville
93268	Taft
93268	Taft Heights
94806	Tara Hills
93561	Tehachapi
91780	Temple City
94901	Terra Linda
91360	Thousand Oaks
94920	Tiburon
905 •	Torrance
95376	Tracy
93274	Tulare
95380	Turlock
92680	Tustin
95482	Ukiah
94587	Union City
93107	University of Calif.
91786	Upland
95688	Vacaville
91744	Valinda
94590	Vallejo
93436	Vanderberg Vill.
93001	Ventura
92392	Victorville
90043	View Park
94553	Vine Hill
93277	Visalia
92083	Vista
94598	Walnut Creek
90255	Walnut Park
93280	Wasco
95076	Watsonville
96094	Weed
91790	W. Covina
94025	W. Menlo Park
92683	Westminster
95351	W. Modesto
90605	Whittier
90605	Whittier South
95490	Willits
90222	Willowbrook
95988	Willows
93286	Woodlake
95695	Woodland
94062	Woodside
92686	Yorba Linda
94599	Yountville
96097	Yreka City
95991	Yuba City
92399	Yucaipa

COLORADO

80022	Adams City
81101	Alamosa
80010	Altura
80002	Arvada
80010	Aurora
80302	Boulder
80601	Brighton
80020	Broomfield Heights
80723	Brush
81212	Canon City
809 •	Colorado Springs
80022	Commerce City
81321	Cortez
81625	Craig
81416	Delta
802 •	Denver
81301	Durango
80214	Edgewater
80110	Englewood
81226	Florence
80521	Fort Collins
80701	Fort Morgan
81601	Glenwood Springs
80401	Golden
81501	Grand Junction
80631	Greeley
80228	Green Mount'n Vill.
81230	Gunnison
80906	Ivywild
80909	Knob Hill
80026	Lafayette
81050	La Junta
80215	Lakewood
81052	Lamar

81054	Las Animas
80461	Leadville
80120	Littleton
80501	Longmont
80537	Loveland
80829	Manitou Springs
81144	Monte Vista
81401	Montrose
81501	Orchard Mesa
810 •	Pueblo
81067	Rocky Ford
80135	Salida
80911	Security
80110	Sheridan
80751	Sterling
80906	Stratton Meadows
80229	Thornton
81082	Trinidad
80840	U.S. Air Force Acd.
81089	Walsenburg
80030	Westminster
80033	Wheat Ridge

CONNECTICUT

06401	Ansonia
06001	Avon
06403	Beacon Falls
06037	Berlin
06801	Bethel
06002	Bloomfield
06112	Blue Hills
06040	Bolton
06405	Branford
066 •	Bridgeport
06010	Bristol
06804	Brookfield
06234	Brooklyn
06085	Burlington
06019	Canton
06410	Cheshire
06412	Chester
06413	Clinton
06415	Colchester
06340	Conning Towers
06238	Coventry
06416	Cromwell
06810	Danbury
06239	Danielson
06820	Darien
06417	Deep River
06418	Derby
06422	Durham
06423	East Haddam
06424	East Hampton
06108	East Hartford
06512	East Haven
06333	East Lyme
06425	Easton
06029	Ellington
06030	Enfield
06426	Essex
06430	Fairfield
06032	Farmington
06033	Glastonbury
06035	Granby
06830	Greenwich
06340	Groton
06437	Guilford
06514	Hamden
061 •	Hartford
06790	Harwinton
06036	Hazardville
06351	Jewett City
06037	Kensington
06339	Ledyard
06759	Litchfield
06443	Madison
06040	Manchester
06250	Mansfield
06450	Meriden
06762	Middlebury
06455	Middlefield
06457	Middletown
06460	Milford
06468	Monroe
06353	Montville
06354	Moosup
06355	Mystic
06770	Naugatuck
06051	New Britain
06840	New Canaan
06810	New Fairfield
06057	New Hartford
065 •	New Haven
06111	Newington
06320	New London
06776	New Milford
06470	Newtown
06357	Niantic
06471	No. Branford
06473	No. Haven
06854	Norwalk
06360	Norwich
06779	Oakville
06870	Old Greenwich
06371	Old Lyme
06475	Old Saybrook
06477	Orange
06483	Oxford
02891	Pawcatuck Br. Westerly
06374	Plainfield
06062	Plainville
06479	Plantsville
06782	Plymouth
06340	Poquonock Bridge
06480	Portland
06360	Preston City
06712	Prospect
06260	Putnam
06875	Redding
06877	Ridgefield
06066	Rockville
06067	Rocky Hill
06068	Salisbury
06483	Seymour
06484	Shelton
06082	Sherwood Manor
06070	Simsbury
06071	Somers
06488	Southbury
06489	Southington
06490	Southport-Fairfield
06074	South Windsor
06082	Southwood Acres
06075	Stafford (Hollow)
06076	Stafford Springs
069 •	Stamford
06378	Stonington
06268	Storrs
06604	Stratford (Fairfield)
06604	Stratfield
06078	Suffield
06786	Terryville
06787	Thomaston
06277	Thompson
06082	Thompsonville
06084	Tolland
06790	Torrington
06612	Trumbull
06430	Tunxis-Fairfield
06086	Vernon
06492	Wallingford
06793	Washington
06702	Waterbury
06385	Waterford
06795	Watertown
06498	Westbrook
06107	West Hartford
06516	West Haven
06880	Weston (Fairfield)
06880	Westport
06109	Wethersfield
06082	Whiteacres
06226	Willimantic
06897	Wilton
06094	Winchester
06280	Windham
06095	Windsor
06096	Windsor Locks
06098	Winsted
06716	Wolcott
06500	Woodbridge
06798	Woodbury
06281	Woodstock

DELAWARE

19805	Brock-Ex.
19805	Brookland Terr.
19711	Brookside
19703	Claymont
19720	Collins Park
19901	Dover
19805	Elsmere
19803	Fairfax
19956	Laurel
19958	Lewes
19808	Marshallton
19963	Milford
19711	Newark
19720	New Castle
19973	Seaford
19977	Smyrna
19803	Talleyville

198 •	Wilmington
	DISTRICT OF COLUMBIA
200 •	Washington
	FLORIDA
32320	Apalachicola
32703	Apopka
33821	Arcadia
32211	Arlington
32[illegible]3	Atlantic Beach
33823	Auburndale
33825	Avon Park
32807	Azalea-Park
33830	Bartow
33154	Bay Harbor Isl.
33505	Bayshore Gardens
33430	Belle Glade
32211	Biltmore
33161	Biscayne Park
33432	Boca Raton
33435	Boynton Beach
33505	Bradenton
33505	Bradenton South
33511	Brandon
33308	Brentwood
33314	Broadview Park
32512	Brooksville
32211	Brookview
33054	Bunche Park
32533	Cantoament
32920	Cape Canaveral
33904	Cape Coral
33054	Carol City
33505	Cedar Hammock
32210	Cedar Hills
32324	Chattahoochee
32428	Chipley
33619	Clair-Mel City
33515	Clearwater
32711	Clermont
33440	Clewiston
32922	Cocoa
32931	Cocoa Beach
32809	Conway
33134	Coral Gables
32536	Crestview
33803	Crystal Lake
33157	Cutler Ridge
33525	Dade City
33004	Dania
32014	Daytona Beach
33441	Deerfield Beach
32433	De Funiak Springs
32720	De Land
33444	Delray Beach
32029	Dinsmore
33528	Dunedin
33940	East Naples
32935	Eau Gallie
33880	Eloise
32207	Englewood
32726	Eustis
32804	Fairview Shores
32034	Fernandina Beach
32730	Fern Park
33030	Florida City
33841	Fort Meade
33901	Fort Myers
33931	Fort Myers Beach
33450	Fort Pierce
32548	Fort Walton Beach
33843	Frostproof
32601	Gainesville
32960	Gifford.
32216	Glynlea
33054	Golden Glades
33170	Goulds
32043	Green Cove Springs
33737	Gulfport
33844	Haines City
33009	Hallandale
33010	Hialeah
32218	Highlands
32805	Holden Heights
32017	Holly Hill
33020	Hollywood
33030	Homestead
33934	Immokalee
32935	Indian Harbour Beach
332	Jacksonville
32050	Jacksonville Beach
33156	Kendall
33577	Kensington Park
33149	Key Biscayne
33040	Key West
32741	Kissimmee
32055	Lake City
33023	Lake Forest W. of Hallandale
32205	Lake Forest N. of Jacksonville
33801	Lakeland
33403	Lake Park
32210	Lake Shore
33853	Lake Wales
32217	Lakewood
33460	Lake Worth
33460	Lantana
33540	Largo
33313	Lauderdale Lakes
33717	Lealman
32748	Leesburg
33936	Lehigh Acres
33030	Leisure City
33064	Lighthouse Point
32060	Liveoak
32750	Longwood
33155	Ludlam
32444	Lynn Haven
32063	Macclenny
33738	Madeira Beach
32340	Madison
32209	Magnolia Gardens
32751	Maitland
33050	Marathon
33063	Margate
32446	Marianna
33406	Meadow Park
32901	Melbourne
33314	Melrose Park
33561	Memphis
32952	Merritt Island
331 •	Miami
33139	Miami Beach
33153	Miami Shores
33166	Miami Springs
32570	Milton
33023	Miramar
32757	Mount Dora
33860	Mulberry
32506	Myrtle Grove
33940	Naples
33030	Naranja
32050	Neptune Beach
33552	Newport Richey
32069	Newsmyrna Beach
32578	Niceville
33169	Noreland
33205	Normandy Village
33141	North Bay Village
33903	North Fort Myers
33161	North Miami
33162	North Miami Beach
33408	North Palm Beach
33307	Oakland Park
32211	Oakwood Villa
32670	Ocala
32761	Ogoee
33472	Okeechobee
33558	Onego
33054	Opa-Locka
32073	Orange Park
328 •	Orlando
32811	Orlovista
32074	Ormond Beach
32074	Ormond-By-The-Sea
33476	Pahokee
32077	Palatka
32901	Palm Bay
33480	Palm Beach
33403	Palm Beach Gardens
33561	Palmetto
33619	Palm River
33460	Palm Springs
32401	Panama City
32401	Parker
33866	Pembroke Pines
32501	Pensacola
33157	Perrine
32809	Pine Castle
32808	Pine Hills
33565	Pinellas Park
33314	Plantation
33566	Plant City
33060	Pompano Beach
33064	Pompano Beach Highlands
33950	Port Charlotte
32456	Port Saint Joe
33950	Punta Gorda
32351	Quincy

33158	Richmond Heights
32208	Riverview
33404	Riviera Beach
32955	Rockledge
33570	Ruskin
33572	Safety Harbor
32084	Saint Augustine
32769	Saint Cloud
337 •	Saint Petersburg
33736	Saint Petersburg Beach
33505	Samoset
32771	Sanford
32217	San Jose
32216	San Souci
32216	Santa Monica
33577	Sarasota
32935	Satellite Beach
33870	Sebring
33540	Seminole
32208	Sherwood Forest
32021	South Daytona
33579	Southgate
33143	South Miami
33157	South Miami Heights
32935	South Patrick Shores
32216	Southside Estates
33578	South Trail
32401	Springfield
33566	Spring Glen
32091	Starke
33494	Stuart
33154	Surfside
32301	Tallahassee
336 •	Tampa
33589	Tarpon Springs
32778	Tavares
33617	Temple Terrace
33905	Tice
32780	Titusville
33505	Trailer Estates
33740	Treasure Island
32807	Union Park
32580	Valparaiso
33595	Venice
32960	Verdo Beach
32507	Warrington
33314	Washington Park
33873	Wauchula
32210	Wesconnett
33505	West Bradenton
32401	Westgate
33023	West Hollywood
33144	West Miami
33401	West Palm Beach
32505	West Pensacola
33880	West Winter Haven
33165	Westwood Lakes
33305	Wilton Manors
33803	Winston
32787	Winter Garden
33880	Winter Haven
32710	Winter Park
33599	Zephyrhills

GEORGIA

31701	Albany
31510	Alma
31709	Americus
31520	Arco
31714	Achburn
30601	Athens
303 •	Atlanta
309 •	Augusta
31717	Bainbridge
30204	Barnesville
30030	Bartonwoods
31513	Baxley
30518	Buford
31728	Cairo
30701	Calhoun
31730	Camilla
30117	Carrollton
30120	Cartersville
30125	Cedartown
30005	Chamblee
30417	Claxton
31014	Cochran
30022	College Park
319 •	Columbus
30529	Commerce
30207	Conyers
31015	Cordele
30531	Cornelia
30209	Covington
31740	Cuthbert
30533	Dahlonega
30720	Dalton
31742	Dawson
31501	Deanwood
30030	Decatur
31745	Donalsonville
31533	Douglas
30134	Douglasville
30329	Druid Hills
31021	Dublin
31023	Eastman
30044	East Poini
31024	Eatonton
30635	Elberton
30333	Emory University
30060	Fairoaks
30741	Fairview
31750	Fitzgerald
30050	Forest Park
31029	Forsyth
31030	Fort Valley
30501	Gainesville
31408	Garden City
30458	Georgia Southern
30032	Glen Haven
30427	Glennville
30642	Greensboro
30316	Gresham Park
30223	Griffin
30054	Hapeville
31034	Hardwick
30643	Hartwell
31036	Hawkinsville
31539	Hazlehurst
31313	Hinesville
30230	Hogansville
31634	Homerville
30233	Jackson
31545	Jesup
30236	Jonesboro
30728	La Fayette
30240	La Grange
30741	Lakeview
30329	La Vista
30245	Lawrenceville
30059	Leland
30147	Lindale
30436	Lyons
30059	Mableton
312 •	Macon
30650	Madison
31816	Manchester
30060	Marietta
30060	Marietta East
31061	Milledgeville
30442	Millen
30655	Monroe
31063	Montezuma
31768	Moultrie
30070	Mountain View
31639	Nashville
30263	Newman
30319	North Atlanta
30033	North Decatur
30033	North Druid Hills
30033	Oak Grove
31774	Ocilla
31779	Pelham
31069	Perry
31407	Port Wentworth
31643	Quitman
30153	Rockmart
30161	Rome
30741	Rossville
33075	Roswell
31558	Saint Marys
31522	Saint Simons Island
31082	Sandersville
30328	Sandy Springs
314 •	Savannah
30079	Scottdale
30319	Skyland
30080	Smyrna
30032	South Decatur
30458	Statesboro
30747	Summerville
30401	Swainsboro
30467	Sylvania
31791	Sylvester
30176	Tallapoosa
30286	Thomaston
31792	Thomasville
30824	Thomson
31794	Tifton
30577	Toccoa
30329	Toco Hills
30084	Tucker

31601	Valdosta
30474	Vidalia
30180	Villa Rica
31093	Warner Robins
30673	Washington
31501	Waycross
30830	Waynesboro
31833	West Point
30680	Winder

HAWAII

96701	Aiea
96706	Ewa
96706	Ewa Beach
96712	Haleiwa
96720	Hilo
968 •	Honolulu
96732	Kahului
96734	Kailua
96744	Kaneohe
96746	Kapaa
96761	Lahaina
96766	Lihue
96792	Maili
96792	Makaha
96792	Nanakuli
96782	Pearl City
96784	Puunene
96786	Wahiawa
96791	Waialua
96792	Waianae
96793	Wailuku
96795	Waimanalo
96797	Waipahu

IDAHO

83211	American Falls
83221	Blackfoot
837 •	Boise
83316	Buhl
83318	Burley
83605	Caldwell
83814	Coeur d' Alene
83703	Collister
83617	Emmett
83704	Franklin
83330	Gooding
83530	Grangeville
83401	Idaho Falls
83338	Jerome
83837	Kellogg
83501	Lewiston Orchards
83254	Montpelier
83843	Moscow
83647	Mountain Home
83651	Nampa
83661	Payette
83201	Pocatello
83263	Preston
83440	Rexburg
83350	Rupert
83445	Saint Anthony
83252	Salmon
83864	Sandpoint
83274	Shelley
83301	Twin Falls
83672	Weiser
83705	Whitney

ILLINOIS

61410	Abingdon
60101	Addison
61231	Aledo
60102	Algonquin
62207	Alorton
60658	Alsip
62002	Alton
62906	Anna
60002	Antioch
60004	Arlington Heights
60506	Aurora
60010	Barrington
61609	Bartonville
60510	Batavia
60085	Beach
62618	Beardstown
62221	Belleville
60104	Bellwood
61008	Belvidere
60106	Bensenville
62812	Benton
60162	Berkeley
60402	Berwyn
62010	Bethalto
61701	Bloomington
60406	Blue Island
60439	Boling Brook
60914	Bourbonnais
60915	Bradley
60181	Brandywine
62230	Breese
60455	Bridgeview
60153	Broadview
60153	Brookfield
60090	Buffalo Grove
60633	Burnham
61422	Bushnell
60148	Butterfield
62206	Cahokia
62914	Cairo
60409	Calumet City
60643	Calumet Park
62625	Canton
62901	Carbondale
62626	Carlinville
62231	Carlyle
62821	Carmi
60187	Carol Stream
60110	Carpentersville
62016	Carrollton
62918	Carterville
62321	Carthage
62420	Casey
62232	Caseyville
62801	Centralia
61832	Central Park
62206	Centreville
61820	Champaign
61920	Charleston
62233	Chester
606 •	Chicago
60411	Chicago Heights
60415	Chicago Ridge
61523	Chillicothe
62822	Christopher
60650	Cicero
60514	Clarendon Hills
61727	Clinton
60416	Coal City
62234	Collinsville
62236	Columbia
62018	Cottage Hills
60477	Country Club Hills
60525	Countryside
60435	Crest Hill
60445	Crestwood
60417	Crete
61610	Creve Coeur
60014	Crystal Lake
61832	Danville
62521	Decatur
60015	Deerfield
60115	De Kalb
60016	Des Plaines
60406	Dixmoor
61021	Dixon
62926	Dolton
60515	Downers Grove
60118	Dundee
62239	Dupo
62832	Duquoin
60420	Dwight
62024	East Alton
60411	East Chicago Heights
61244	East Moline
61611	East Peoria
62201	East Saint Louis
62025	Edwardsville
62401	Effingham
62930	Eldorado
60120	Elgin
60007	Elk Grove Village
60126	Elmhurst
60635	Elmwood Park
61530	Eureka
602 •	Evanston
60642	Evergreen Park
62837	Fairfield
61739	Fairbury
62207	Fairmont City
62232	Fairview Heights
65131	Farmington
62839	Flora
60422	Flossmoor
60130	Forest Park
60020	Fox Lake
60131	Franklin Park
61032	Freeport
61252	Fulton
61036	Galena
61401	Galesburg
61434	Galva
61254	Geneseo
60134	Geneva
60135	Genoa

61846	Georgetown
60936	Gibson City
62033	Gillespie
60022	Glencoe
60137	Glendale Heights
60137	Glen Ellyn
60025	Glenview
60025	Glenview C'tryside
60425	Glenwood
62035	Godfrey
62040	Granite City
60030	Grayslake
61241	Green Rock
62246	Greenville
62341	Hamilton
60103	Hanover Park
62946	Harrisburg
60033	Harvard
60426	Harvey
60656	Harwood Heights
62644	Havana
60429	Hazel Crest
62948	Herrin
60457	Hickory Hills
62249	Highland
60035	Highland Park
60040	Highwood
62049	Hillsboro
60162	Hillside
60521	Hinsdale
60172	Hoffman Estates
60456	Hometown
60430	Homewood
60942	Hoopeston
60431	Ingalls Park
60143	Itasca
62650	Jacksonville
62052	Jerseyville
62951	Johnston City
60431	Joliet
60458	Justice
60901	Kankakee
60043	Kenilworth
61443	Kewanee
61448	Knoxville
60525	La Grange
60525	La Grange H'hl'ds
60525	La Grange Park
60044	Lake Bluff
60045	Lake Forest
60047	Lake Zurich
60438	Lansing
61301	La Salle
62439	Lawrenceville
62254	Lebanon
60439	Lemont
61542	Lewistown
60048	Libertyville
62656	Lincoln
60645	Lincolnwood
60532	Lisle
62056	Litchfield
60441	Lockport
60148	Lombard
60041	Long Lake
61111	Loves Park
60534	Lyons
60050	McHenry
62859	McLeansboro
61455	Macomb
62060	Madison
60152	Marengo
62959	Marion
60426	Markham
61554	Marquette Heights
61341	Marseilles
62441	Marshall
62258	Mascoutah
60443	Matteson
61938	Mattoon
60153	Maywood
60160	Melrose Park
61342	Mendota
60655	Merrionette Park
62960	Metropolis
60445	Midlothian
61264	Milan
61265	Moline
60954	Momence
61462	Monmouth
60538	Montgomery
61856	Monticello
60450	Morris
61270	Morrison
61550	Morton
60053	Morton Grove
62863	Mount Carmel
61054	Mount Morris
60056	Mount Prospect
62864	Mount Vernon
60060	Mundelein
62966	Murphysboro
60540	Naperville
62263	Nashville
62448	Newton
60648	Niles
61761	Normal
60656	Norridge
60542	North Aurora
60062	Northbrook
60064	North Chicago
60093	Northfield
60137	North Glen Ellyn
60164	Northlake
61111	North Park
60546	North Riverside
60521	Oak Brook
60452	Oak Forest
60453	Oak Lawn
603 •	Oak Park
62269	O'Fallon
61348	Oglesby
60461	Olympia Fields
61061	Oregon
60462	Orland ark
61350	Ottawa
60067	Palatine
60463	Palos Heights
60465	Palos Hills
62557	Pana
61944	Paris
60466	Park Forest
60068	Park Ridge
60957	Paxton
61554	Pekin
616 •	Peoria
61613	Peoria Heights
61354	Peru
60426	Phoenix
62274	Pinckneyville
62363	Pittsfield
60544	Plainfield
60545	Plano
61064	Polo
61764	Pontiac
60469	Posen
61356	Princeton
60070	Prospect Heights
62301	Quincy
61866	Rantoul
60431	Ridgewood
60627	River Dale
60305	River Forest
60171	River Grove
60546	Riverside
60472	Robbins
62454	Robinson
61068	Rochelle
61071	Rock Falls
611 •	Rockford
61201	Rock Island
60008	Rolling Meadows
60441	Romeoville
61072	Roselle
60018	Rosemont (Des Plains)
62207	Rosemont (St. Clair)
62024	Rosewood Heights
60073	Round Lake Beach
60073	Round Lake Park
62681	Rushville
60174	Saint Charles
62881	Salem
60548	Sandwich
60411	Sauk Village
61074	Savanna
60172	Schaumburg
60176	Schiller Park
62565	Shelbyville
61282	Silvis
60076	Skokie
61080	South Beloit
60411	South Chicago Hts
60177	South Elgin
60473	South Holland
62650	South Jacksonville
62707	Southlawn
60504	South Park
60459	South Stickney
62286	Sparta
627 •	Springfield
61362	Spring Valley
62234	State Park Place
62088	Staunton
60475	Steger
61081	Sterling
60402	Stickney
60165	Stone Park
60103	Streamwood
61364	Streator

61951	Sullivan
60501	Summit
61571	Sunnyland
62221	Swansea
60178	Sycamore
62568	Taylorville
60476	Thornton
61832	Tilton
60477	Tinley Park
61953	Tuscola
61801	Urbana
60137	Valley View
62471	Vandalia
62090	Venice
60181	Villa Park
62690	Virden
60555	Warrenville
61571	Washington
62204	Washington Park
62298	Waterloo
60970	Watseka
60084	Wauconda
60085	Waukegan
60153	Westchester
60185	West Chicago
60161	Westdale
60558	Western Springs
62896	West Frankfort
60901	West Kankakee
60559	Westmont
61604	West Peoria
61883	Westville
60187	Wheaton
60090	Wheeling
62092	White Hall
60030	Wildwood
60091	Wilmette
60481	Wilmington
60190	Winfield
60093	Winnetka
60096	Winthrop Harbor
60097	Wonder Lake
60191	Wood Dale
60515	Wood Ridge
62095	Wood River
60098	Woodstock
60482	Worth
60099	Zion

INDIANA

46001	Alexandria
46011	Anderson
46703	Angola
47918	Attica
46706	Auburn
47001	Aurora
47102	Austin
47006	Batesville
47421	Bedford
46107	Beech Grove
46711	Berne
47512	Bicknell
46408	Black Oak
47401	Boomington
46714	Bluffton
47601	Boonville
47834	Brazil
46506	Bremen
47012	Brookville
46112	Brownsburg
47327	Cambridge City
46303	Cedar Lake
47111	Charlestown
46017	Chesterfield
46304	Chesterton
47130	Clarksville
47842	Clinton
46725	Columbia City
47201	Columbus
47331	Connersville
47112	Corydon
47932	Covington
47933	Crawfordsville
46307	Crown Point
46122	Danville
46733	Decatur
46923	Delphi
46241	Drexel Gardens
47336	Dunkirk
46311	Dyer
46312	East Chicago
46405	East Gary
46227	Edgewood
46124	Edinburg
46514	Elkhart
46036	Elwood
477 •	Evansville
46928	Fairmount
468 •	Fort Wayne
46041	Frankfort
46131	Franklin
46738	Garrett
464 •	Gary
46933	Gas City
46526	Goshen
46135	Greencastle
47025	Greendale
46140	Greenfield
47240	Greensburg
46142	Greenwood
46320	Hammond
47348	Hartford City
46322	Highland
46342	Hobart
46952	Home Corner
47542	Huntingburg
46750	Huntington
462 •	Indianapolis
47546	Jasper
47130	Jeffersonville
46755	Kendallville
46534	Knox
46901	Kokomo
47901	Lafayette
46350	La Porte
46226	Lawrence
47025	Lawrenceburg
46052	Lebanon
46767	Ligonier
47411	Linton
46947	Logansport
47553	Loogootee
47250	Madison
46952	Marion
46241	Mars Hill
46151	Martinsville
47302	Mayfield
46307	Merrillville
46360	Michigan City
46241	Mickleyville
46544	Mishawaka
47446	Mitchell
47960	Monticello
46158	Mooresville
47620	Mount Vernon
47302	Muncie
46321	Munster
46550	Nappanee
47150	New Albany
47362	New Castle
46774	New Haven
46184	New Whiteland
46060	Noblesville
46962	North Manchester
47805	North Terre Haute
47265	North Vernon
46556	Notre Dame
47560	Oakland City
47454	Paoli
46970	Peru
47567	Petersburg
46168	Plainfield
46563	Plymouth
46368	Portage
46304	Porter
47371	Portland
47570	Princeton
47978	Rensselaer
47374	Richmond
46975	Rochester
47872	Rockville
46227	Rosedale Hills
46172	Rushville
47167	Salem
46375	Schererville
47170	Scottsburg
47172	Sellersburg
47274	Seymour
46176	Shelbyville
466 •	South Bend
46383	South Haven
46224	Speedway
47460	Spencer
47882	Sullivan
47586	Tell City
47801	Terre Haute
46072	Tipton
47390	Union City
46383	Valparaiso
47591	Vincennes
46992	Wabash
46580	Warsaw
47501	Washington
46219	Washington Place
47906	West Lafayette
47885	West Terrehaute
46394	Whiting
47394	Winchester

IOWA

52531	Albia

50511	Algona
50010	Ames
52205	Anamosa
50021	Ankeny
50022	Atlantic
50025	Audubon
52208	Belle Plaine
50421	Belmond
52722	Bettendorf
52537	Bloomfield
50036	Boone
52601	Burlington
51401	Carroll
50613	Cedar Falls
524 •	Cedar Rapids
52544	Centerville
50049	Chariton
50616	Charles City
51012	Cherokee
51632	Clarinda
50525	Clarion
50428	Clear Lake
52732	Clinton
52243	Coralville
51501	Council Bluffs
52136	Cresco
50801	Creston
528 •	Davenport
52101	Decorah
51442	Denison
503 •	Des Moines
52742	De Witt
52001	Dubuque
52040	Dyersville
50533	Eagle Grove
50627	Eldora
50536	Emmetsburg
51334	Estervilie
50707	Evansdale
52556	Fairfield
50436	Forest City
50501	Fort Dodge
52627	Fort Madison
50534	Glenwood
50112	Grinnell
50441	Hampton
51537	Harlan
51023	Hawarden
50548	Humboldt
50644	Independence
50125	Indianola
52240	Iowa City
50126	Iowa Falls
50129	Jefferson
52632	Keokuk
50138	Knoxville
51031	Le Mars
52057	Manchester
52060	Maquoketa
52302	Marion
50158	Marshalltown
50401	Mason City
51555	Missouri Valley
52310	Monticello
52641	Mount Pleasant
52314	Mount Vernon
52761	Muscatine
50201	Nevada
50659	New Hampton
50208	Newton
50317	Norwoodville
50662	Oelwein
51040	Onawa
51041	Orange City
50461	Osage
50213	Osceola
52577	Oskaloosa
52501	Ottumwa
50219	Pella
50220	Perry
51566	Red Oak
51246	Rock Rapids
50583	Sac City
51201	Sheldon
51601	Shenandoah
51249	Sibley
51250	Sioux Center
511 •	Sioux City
51301	Spencer
51360	Spirit Lake
50588	Storm Lake
52339	Tama
52772	Tipton
50322	Urbandale
52349	Vinton
52353	Washington
507 •	Waterloo
52172	Waukon
50677	Waverly
50595	Webster City
52655	West Burlington
50265	West Des Moines
52175	West Union
50311	Windsor Heights
50273	Winterset

KANSAS

67410	Abilene
67003	Athony
67005	Arkamsas City
66002	Atchison
67010	Augusta
66713	Baxter Springs
66935	Belleville
67420	Beloit
66012	Bonner Springs
67333	Caney
66720	Chanute
67335	Cherryvale
67432	Clay Center
67337	Coffeyville
67701	Colby
66725	Columbus
66901	Concordia
66846	Council Grove
67037	Derby
67801	Dodge City
67042	El Dorado
67526	Ellinwood
66801	Emporia
67045	Eureka
66205	Fairway
66701	Fort Scott
66736	Fredonia
66739	Galena
67846	Garden City
66032	Garnett
67735	Goodland
67530	Great Bend
67601	Hays
67060	Haysville
67449	Herington
66434	Hiawatha
67544	Hoisington
66436	Holton
67951	Hugoton
66748	Humboldt
67501	Hutchinson
67301	Independence
66749	Iola
66441	Junction City
661 •	Kansas City
67068	Kingman
67550	Larned
66044	Lawrence
66048	Leavenworth
66206	Leawood
66051	Lenexa
67901	Liberal
67456	Lindsborg
67554	Lyons
67460	McPherson
66502	Manhattan
66508	Marysville
67104	Medicine Lodge
66221	Merriam
67216	Midland Park
66222	Mission
66205	Mission Hills
67110	Mulvane
66757	Neodesha
67114	Newton
67654	Norton
67216	Oaklawn
67748	Oakley
67749	Oberlin
66061	Olathe
66523	Osage City
66064	Osawatomie
67473	Osborne
66067	Ottawa
66204	Overland Park
66071	Paola
67219	Park City
67357	Parsons
67661	Phillipsburg
66762	Pittsburg
67663	Plainville
66208	Prairie Village
67124	Pratt
66203	Roeland Park
67665	Russell
67401	Salina
67871	Scott City
66203	Shawnee
66967	Smith Center
666 •	Topeka
67880	Ulysses
67147	Valley Center
67672	WaKeeny
67152	Wellington
66205	Westwood
672 •	Wichita

67156	Winfield

KENTUCKY

41101	Ashland
40906	Barbourville
40004	Bardstown
41073	Bellevue
42324	Benton
40403	Berea
42101	Bowling Green
40218	Buechel
42716	Campbellsville
41008	Carrollton
41129	Catlettsburg
42330	Central City
40701	Corbin
41011	Covington
40823	Cumberland
41031	Cynthiana
40422	Danville
42408	Dawson Springs
41074	Dayton
42410	Earlington
42501	East Somerset
42701	Elizabethtown
41018	Elsmere
41018	Erlanger
40118	Fairdale
41040	Falmouth
40291	Fern Creek
41139	Flatwoods
41042	Florence
41017	Fort Mitchell
41075	Fort Thomas
40601	Frankfort
42134	Franklin
42041	Fulton
40504	Gardenside
40324	Georgetown
42141	Glasgow
42345	Greenville
40831	Harlan
40330	Harrodsburg
41701	Hazard
42420	Henderson
41076	Highland Heights
40228	Highview
42240	Hopkinsville
40336	Irvine
40299	Jeffersontown
41537	Jenkins
40444	Lancaster
40342	Lawrenceburg
40033	Lebanon
42754	Leitchfield
405 •	Lexington
40741	London
402 •	Louisville
41016	Ludlow
40855	Lynch
42431	Madisonville
42066	Mayfield
41056	Maysville
40505	Meadowthorpe
40965	Middlesboro
40043	Middletown
42633	Monticello
40351	Morehead
42437	Morganfield
40353	Mount Sterling
42071	Murray
40218	Newburg
41071	Newport
40356	Nicholasville
40219	Okolona
42301	Owensboro
42001	Paducah
41240	Paintsville
40361	Paris
41015	Park Hills
41501	Pikeville
40258	Pleasure Ridge Pk.
40172	Prairie Village
41653	Prestonburg
42445	Princeton
42450	Providence
40160	Radcliff
40475	Richmond
40503	Rosemont
42276	Russellville
40207	Saint Matthews
42164	Scottsville
40065	Shelbyville
40216	Shively
42501	Somerset
40503	Southland
40272	Valley Station
40172	Valley Village
40383	Versailles
41101	Westwood
40769	Williamsburg
40390	Wilmore
40391	Winchester
40503	Zandale

LOUISIANA

70510	Abbeville
71301	Alexandria
70422	Amite City
70032	Arabi
71001	Arcadia
70094	Avondale
70714	Baker
71220	Bastrop
708 •	Baton Rouge
70342	Berwick
70427	Bogalusa
71010	Bossier City
70517	Breaux Bridge
71291	Brownsville
71322	Bunkie
70041	Buras
70043	Chalmette
70525	Church Point
70433	Covington
70526	Crowley
71232	Delhi
70726	Denham Springs
70633	De Quincy
70634	De Ridder
70346	Donaldsonville
70123	East Bank
70535	Eunice
71241	Farmerville
71334	Ferriday
70811	Fountain Plaice
70538	Franklin
70438	Franklinton
70051	Garyville
70357	Golden Meadow
70737	Gonzales
71245	Grambling
70053	Gretna
70401	Hammond
70123	Harahan
70058	Harvey
71038	Haynesville
71040	Homer
70360	Houma
70544	Jeanerette
70121	Jefferson Heights
70546	Jennings
71251	Jonesboro
70548	Kaplan
70062	Kenner
70444	Kentwood
70501	Lafayette
70549	Lake Arthur
70601	Lake Charles
70601	Lake Charles NE
71254	Lake Providence
70068	Laplace
70373	LaRose
71446	Leesville
70071	Lutcher
70554	Mamou
71052	Mansfield
71449	Many
71351	Marksville
70072	Marrero
70001	Metairie
71055	Minden
71201	Monroe
70380	Morgan City
71457	Natchitoches
70560	New Iberia
701 •	New Orleans
70760	New Roads
70079	Norco
71101	No. Shreveport
71463	Oakdale
70570	Opelousas
70392	Patterson
71360	Pineville
70764	Plaquemine
70454	Ponchatoula
70767	Port Allen
70083	Port Sulphur
70394	Raceland
70578	Rayne
71269	Rayville
70084	Reserve
71270	Ruston
70582	St. Martinville
71301	Samtown
70807	Scotlandville
711 •	Shreveport
70458	Slidell
71075	Springhill
70663	Sulphur
71108	Summer Grove

71282	Tallulah
70053	Terrytown
70301	Thibodaux
71373	Vidalia
70586	Ville Platte
70668	Vinton
71082	Vivian
70591	Welsh
70669	Westlake
71291	West Monroe
70094	Westwego
71483	Winnfield
71295	Winnsboro
70791	Zachary

MAINE

04210	Auburn
043 •	Augusta
04401	Bangor
04609	Bar Harbor
04530	Bath
04915	Belfast
03901	Berwick
04005	Biddeford
04412	Brewer
04009	Bridgton
04011	Brunswick
04416	Bucksport
04619	Calais
04843	Camden
04107	Cape Elizabeth
04736	Caribou
04021	Cumberland
04930	Dexter
04426	Dover-Foxcroft
04631	Eastport
03903	Eliot
04605	Ellsworth
04937	Fairfield
04105	Falmouth
04938	Farmington
04742	Fort Fairfield
04743	Fort Kent
04032	Freeport
04345	Gardiner
04038	Gorham
04347	Hallowell
04444	Hampden
04730	Houlton
04239	Jay
04043	Kennebunk
03904	Kittery
04240	Lewiston
04750	Limestone
04457	Lincoln
04250	Lisbon
04252	Lisbon Falls
04254	Livermore Falls
04652	Lubec
04654	Machias
04756	Madawaska
04950	Madison
04257	Mexico
04462	Millinocket
04463	Milo
04260	New Gloucester
04268	Norway
04963	Oakland
04064	Old Orchard Beach
04468	Old Town
04473	Orono
04474	Orrington
04271	Paris
04967	Pittsfield
041 •	Portland
04769	Presque Isle
04841	Rockland
04276	Rumford
04072	Saco
04073	Sanford
04074	Scarborough
04976	Skowhegan
03908	South Berwick
04106	South Portland
04083	Springvale
04861	Thomaston
04086	Topsham
04785	Van Buren
04572	Waldoboro
04901	Waterville
04473	Webster - Penobscot
04090	Wells
04092	Westbrook
04294	Wilton
04082	Windham
04901	Winslow
04364	Winthrop
04096	Yarmouth
03909	York

MARYLAND

21001	Aberdeen
20783	Adelphi
214 •	Annapolis
21227	Arbutus - Halethorpe
21225	Arundel Village
212 •	Baltimore
21014	Bel Air
20705	Beltsville
20740	Berwyn Heights
20014	Bethesda
20710	Bladensburg
20715	Bowie
20722	Brentwood
21225	Brooklyn Park
21716	Brunswick
20731	Cabin John
21613	Cambridge
20027	Capitol Heights
21228	Cantonsville
21620	Chestertown
20785	Cheverly
20015	Chevy Chase
20783	Chillum
20735	Clinton
21030	Cockeyville
20740	College Park
21817	Crisfield
21113	Crofton
21502	Cumberland
21222	Dundalk
21601	Easton
20840	East Pines
21219	Edgemere
21040	Edgewood
21921	Elkton
21221	Essex
20021	Forest Heights
20028	Forestville
21701	Frederick
21532	Frostburg
20760	Gaitherburg
20770	Greenbelt
21740	Hagerstown
21227	Halethorpe
21740	Halfway
21078	Havre De Grace
20031	Hillcrest Heights
20027	Hillside
20780	Hyattsville
21085	Joppa
20902	Kemp Mill Est.
20795	Kensington
20795	Kensington Est.
20781	Kirkwood
20787	Langley Park
20801	Lanham
21227	Lansdowne
20810	Laurel
21502	La Vale
20783	Lewisdale
20653	Lexington Park
21090	Linthicum Heights
21093	Lutherville - Timonium
21207	Lynn Acres
20810	Maryland City
21220	Middle River
20822	Mount Rainier
20784	New Carrollton
20903	NW Park Apts.
20903	Oak View
21113	Odenton
21206	Overlea
21117	Owings Mills
20785	Palmer Park
20014	Parkside
21234	Parkville
20795	Parkwood
21128	Perry Hall
21208	Pikesville
21851	Pocomoke City
21133	Randallstown
20853	Randolph Hills
21136	Reisterstown
20840	Riverdale
21122	Riviera Beach
21207	Rockdale
20850	Rockville
20781	Rogers Heights
21237	Rosedale
21801	Salisbury
20801	Seabrook
20027	Seat Pleasant
21146	Severna Park
209 •	Silver Spring
21219	Sparrows Point

20023	Suitland
20012	Takoma Park
21204	Towson
20784	University Park
21562	Westernport
21157	Westmimster
20962	Wheaton
21207	Woodlawn - Baltimore
20784	Woodlawn - Pr. Geo.
21061	Woodlawn Heights
21207	Woodmoor

MASSACHUSETTS .

02351	Abington
01720	Acton
02743	Acushnet
01220	Adams
01001	Agawam
01913	Amesbury
01002	Amherst
01810	Andover
02174	Arlington
01430	Ashburnham
01721	Ashland
01331	Athol
02703	Attleboro
01501	Auburn
02322	Avon
01432	Ayer
02630	Barnstable
01005	Barre - Worcester
01730	Bedford
01007	Belchertown
02019	Bellingham
02178	Belmont
01915	Beverly
01821	Billerica
01504	Blackstone
021 *	Boston
02532	Bourne
02184	Braintree
02324	Bridgewater
024 *	Brockton
02146	Brookline
02326	Brookville
01803	Burlington
02532	Buzzards Bay
02138	Cambridge
02021	Canton
01520	Chaftins
01507	Charlton
01824	Chelmsford
02150	Chelsea
01020	Chicopee
01510	Clinton
01760	Cochituate
02025	Cohasset
01742	Concord
01226	Dalton
01923	Danvers
02714	Dartmouth
02026	Dedham
01342	Deerfield
02638	Dennis
02715	Dighton
01516	Douglas
02023	Dover
01826	Dracut
01570	Dudley
02332	Duxbury
02333	East Bridgewater
02536	East Falmouth
01027	Easthampton
01028	East Longmeadow
02334	Easton-Bristol
02032	East Walpole
02149	Everett
02720	Fall River
02540	Falmouth
01030	Feeding Hills
01420	Fitchburg
02035	Foxboro
01701	Framingham
02038	Franklin
01440	Gardner
01830	Georgetown
01930	Gloucester
01519	Grafton
01033	Granby
01230	Great Barrington
01301	Greenfield
01450	Groton
01830	Groveland
01035	Hadley
01982	Hamilton
02339	Hanover
02341	Hanson
02645	Harwich
01830	Haverhill
02043	Hingham
02343	Holbrook
01520	Holden
01746	Holliston
01040	Holyoke
01747	Hopedale
01748	Hopkinton
01749	Hudson
02045	Hull
02601	Hyannis
01938	Ipswich
02090	Islington
02360	Kingston
02346	Lakeville
01523	Lancaster
01237	Lanesboro
01840	Lawrence
01238	Lee
01524	Leicester
01240	Lenox
01453	Leominster
02173	Lexington
01773	Lincoln
01460	Littleton
01106	Longmeadow
01850	Lowell
01056	Ludlow
01462	Lunenburg
01901	Lynn
01940	Lynnfield
02148	Malden
01944	Manchester
02048	Mansfield
01945	Marblehead
02738	Marion
01752	Marlborough
02050	Marshfield
02739	Mattapoisett
01754	Maynard
02052	Medfield
02155	Medford
02053	Medway
02176	Melrose
01860	Merrimac
01844	Methuen
02346	Middleboro
01949	Middleton
01757	Milford
01527	Millbury
02054	Millis
02186	Milton
01057	Monson
01351	Montaque
01908	Nahant
02554	Nantucket
01760	Natick
02192	Needham
02740	New Bedford
01950	Newbury
01950	Newburyport
02158	Newton
02056	Norfolk
02351	No. Abington
01247	No. Adams
01060	Northhampton
01845	No. Andover
02760	No. Attleboro
01862	No. Billerica
01532	Northboro
01534	Northbridge
01535	No. Brookfield
01863	No. Chelmsford
02747	No. Dartmouth
02356	No. Easton
01536	No. Grafton
01864	No. Reading
02060	No. Scituate
02766	Norton
02061	Norwell
02062	Norwood
01865	Nutting Lake
01364	Orange
01540	Oxford
01069	Palmer
01960	Peabody
02359	Pembroke
01463	Pepperell
01866	Pinehurst
01201	Pittsfield
02762	Plainville
02360	Plymouth
02657	Provincetown
02169	Quncy
02368	Randolph

02767	Raynham
01867	Reading
02151	Revere
02370	Rockland
01966	Rockport
01969	Rowley
01543	Rutland
01970	Salem
01950	Salisbury
01906	Saugus
02066	Scituate
02771	Seekonk
02067	Sharon
01464	Shirley
01545	Shrewbury
01876	Silver Lake
02725	Somerset
02143	Somerville
02895	So Bellingham
01772	Southboro
01550	Southbridge
02748	So Dartmouth
01560	So. Grafton
01075	So. Hadley
01075	So. Hadley Falls
01982	So. Hamilton
01077	Southwick
01562	Spencer
011 *	Springfield
01564	Sterling
02180	Stoneham
02072	Stoughton
01775	Stow
01566	Sturbridge
01776	Sudbury
01527	Sutton
01907	Swampscott
02777	Swansea
02780	Taunton
01468	Templeton
01876	Tewksbury
01983	Topsfield
01469	Townsend
01376	Turner Falls
01879	Tyngsboro
01568	Upton
01569	Uxbridge
01880	Wakefield
02081	Walpole
02154	Waltham
01082	Ware
02571	Wareham
01083	Warren
02172	Watertown
01778	Wayland
01570	Webster
02181	Wellesley
01984	Wenham
01581	Westboro
01583	West Boylston
02379	West Bridgewater
01781	W. Concord
01085	Westfield
01886	Westford
01473	Westminister
02193	Weston
02790	Westport
01089	West Springfield
02090	Westwood
02188	Weymouth
01588	Whitinsville
02382	Whitman
01095	Wilbraham
01267	Williamstown
01887	Wilmington
01475	Winchendon
01890	Winchester
02152	Winthrop
01801	Woburn
016 *	Worchester
02093	Wrentham
02675	Yarmouth

MICHIGAN

49221	Adrian
49224	Albion
48001	Algonac
49010	Allegan
48101	Allen Park
48801	Alma
49707	Alpena
48108	Ann Arbor
48057	Auburn Heights
48413	Bad Axe
49014	Battle Creek
48706	Bay City
48505	Beecher
49423	Beechwood
48809	Belding
49022	Benton Harbor
49022	Benton Heights
48072	Berkley
49120	Bertrand
49911	Bessemer
48009	Beverly Hills
49301	Big Rapids
48009	Birmingham
49228	Blissfield
48013	Bloomfield Hills
49712	Boyne City
48063	Brooklands
49017	Brownlee Park
40107	Buchanan
49601	Cadillac
48723	Caro
48724	Carrollton
48015	Center Line
49720	Charlevoix
48813	Charlotte
49721	Cheboygan
48118	Chelsea
48616	Chesaning
48024	Clarenceville
48017	Clawson
49036	Coldwater
48085	Commerce
49041	Comstock
48817	Corunna
49508	Cutlerville
48423	Davison
48128	Dearborn
48127	Dearborn Heights
482 *	Detroit
49047	Dowagiac
48020	Drayton Plains
48429	Durand
48021	East Detroit
49506	East Grand Rapids
48823	East Lansing
48197	Eastlawn
49001	Eastwood
48827	Eaton Rapids
48229	Ecorse
49829	Escanaba
48732	Essexville
49022	Euclid Center
49022	Fair Plain
48024	Farmington
48430	Fenton
48220	Ferndale
48134	Flat Rock
485 *	Flint
48433	Flushing
48025	Franklin
48026	Fraser
49412	Fremont
48135	Garden City
49735	Gaylord
48173	Gibralter
49837	Gladstone
49417	Grand Haven
48837	Grand Ledge
495 *	Grand Rapids
49418	Grandville
48838	Greenville
48138	Gross Ile
48236	Grosse Pointe
48236	Grosse Pointe Farms
48236	Grosse Pointe Park
48236	Grosse Pointe Shores
48236	Grosse Pointe Woods
48212	Hamtramck
49930	Hancock
48236	Harper Woods
48840	Haslett
49058	Hastings
48030	Hazel Park
48203	Highland Park
49242	Hillsdale
49423	Holland
48442	Holly
48842	Holt
49931	Houghton
48843	Howell
49247	Hudson
49426	Hudsonville
48070	Huntington Woods
48054	Huron Gardens
48141	Inkstar
48846	Ionia
49801	Iron Mountain

49935	Iron River
49938	Ironwood
49849	Ishpeming
48847	Ithaca
49201	Jackson
49428	Jenison
49001	Kalamazoo
49057	Keego Harbor
49508	Kentwood
49801	Kingsford
49441	Lake Harbor
48035	Lake Orion
49015	Lakeview
489 *	Lansing
48446	Lapeer
48503	Lapeer Heights
48075	Lathrup Village
49913	Laurium
49017	Level Park
48146	Lincoln Park
48150	Livonia
49331	Lowell
49431	Ludington
48071	Madison Heights
49660	Manistee
49854	Manistique
48039	Marine City
49855	Marquette
49068	Marshall
48040	Marysville
48854	Mason
48122	Melvindale
49858	Menominee
49254	Michigan Center
48640	Midland
48160	Milan
48042	Milford
48161	Monroe
48043	Mount Clemens
48043	Mount Clemens S.E.
48458	Mount Morris
48858	Mount Pleasant
49862	Munising
49443	Muskegon
49444	Muskegon Heights
49866	Negaunee
48047	New Baltimore
49868	Newberry
49120	Niles
49445	North Muskegon
48167	Northville
49870	Norway
48050	Novi
48237	Oak Park
48864	Okemos
48750	Oscoda
49078	Otsego
48867	Owosso
49079	Paw Paw
49038	Paw Paw Lake
49770	Petoskey
49505	Plainfield Heights
49080	Plainwell
48069	Pleasant Ridge
48170	Plymouth
48053	Pontiac
49081	Portage
48060	Port Huron
48875	Portland
48239	Redford Township
48062	Richmond
48218	River Rouge
48192	Riverview
48063	Rochester
48173	Rockwood
49779	Rogers City
48065	Romeo
48174	Romulus
49444	Roosevelt Park
48066	Roseville
48067	Royal Oak
48220	Royal Oak Twp.
48601	Saginaw
48079	St. Clair
48080	St. Clair Shores
49781	St. Ignace
48879	St. Johns
49085	St. Joseph
48880	St. Louis
48176	Saline
49783	Sault Sainte Marie
48075	Southfield
48192	Southgate
49090	South Haven
48161	South Monroe
49345	Sparta
49015	Springfield
49091	Sturgis
48473	Swartz Creek
49286	Tecumseh
49093	Three Rivers
49684	Traverse City
48183	Trenton
48084	Troy
49203	Vandercook Lake
48768	Vassar
49968	Wakefield
49504	Walker
48088	Walled Lake
48089	Warren
48095	Waterford
48184	Wayne
48184	Westland
48197	West Willow
49007	Westwood
49461	Whitehall
48086	White Lake
48197	Willow Run
48917	Windemere
49201	Woodville
48192	Wyandotte
49509	Wyoming
48197	Ypsilanti
49464	Zeeland

MINNESOTA

56007	Albert Lea
56308	Alexandria
55303	Anoka
55112	Arden Hills
55705	Aurora
55912	Austin
55706	Babbitt
55003	Bayport
56601	Bemidji
55433	Blaine
55420	Bloomington
56013	Blue Earth
56401	Brainerd
56520	Breckenridge
55429	Brooklyn Center
55430	Brooklyn Park
55378	Burnsville
55921	Caledonia
55008	Cambridge
55111	Cedar Grove
55318	Chaska
55719	Chisholm
55014	Circle Pines
55720	Cloquet
55421	Columbia Heights
55433	Coon Rapids
55016	Cottage Grove
56716	Crookston
56441	Crosby
55428	Crystal
55391	Deephaven
56501	Detroit Lakes
558 *	Duluth
56721	East Grand Forks
55343	Eden Prairie
55424	Edina
55731	Ely
55734	Eveleth
56031	Fairmont
55113	Falcon Heights
55021	Faribault
56537	Fergus Falls
55025	Forest Lake
55432	Fridley
55741	Gilbert
55336	Glencoe
56334	Glenwood
55427	Golden Valley
55744	Grand Rapids
56241	Granite Falls
55033	Hastings
55746	Hibbing
55343	Hopkins
55750	Hoyt Lakes
55350	Hutchinson
56649	International Falls
55039	Inver Grove Heights
56143	Jackson
55947	La Crescent
55041	Lake City
56058	Le Sueur
55355	Litchfield
55117	Little Canada
56345	Little Falls
56156	Luverne
56001	Mankato
55369	Maple Grove
55109	Maplewood
56258	Marshall

55118	Mendota Heights
554 *	Minneapolis
55343	Minnetonka
56265	Montevideo
56560	Moorhead
56267	Morris
55364	Mound
55112	Mound View
55112	New Brighton
55426	New Hope
56071	New Prague
56073	New Ulm
55057	Northfield
56001	North Mankato
55109	North St. Paul
55391	Orono
56278	Ortonville
55369	Osseo
55060	Owatonna
56470	Park Rapids
56164	Pipestone
55418	Plymouth
55810	Proctor
55066	Red Wing
56283	Redwood Falls
55423	Richfield
55422	Robbinsdale
55901	Rochester
55113	Roseville
55418	Saint Anthony
56301	St. Cloud
56081	St. James
55416	St. Louis Park
551 *	St. Paul
55071	St. Paul Park
56082	St. Peter
56378	Sauk Centre
56379	Sauk Rapids
55379	Shakopee
55112	Shoreview
55331	Shorewood
55614	Silver Bay
56085	Sleepy Eye
55075	South St. Paul
56087	Springfield
55432	Spring Lake Park
55975	Spring Valley
56479	Staples
55082	Stillwater
56701	Thief River Falls
56175	Tracy
55616	Two Harbors
55792	Virginia
55981	Wabasha
56482	Wadena
56093	Waseca
55391	Wayzata
56097	Wells
55118	West St. Paul
55110	White Bear Lake
56201	Willmar
56101	Windom
55987	Winona
56187	Worthington

MISSISSIPPI

39730	Aberdeen
38821	Amory
38606	Batesville
39520	Bay St. Louis
39038	Belzoni
39530	Biloxi
38829	Booneville
39601	Brookhaven
39046	Canton
38921	Charleston
38614	Clarksdale
38732	Cleveland
39056	Clinton
39429	Columbia
39701	Columbus
38834	Corinth
39059	Crystal Springs
39533	D'Iberville
39063	Durant
39437	Ellisville
39074	Forest
38701	Greenville
38930	Greenwood
38901	Grenada
39501	Gulfport
39401	Hattiesburg
39083	Hazlehurst
38748	Hollandale
38635	Holly Springs
38851	Houston
38751	Indianola
392 *	Jackson
39090	Kosciusko
39440	Laurel
38756	Leland
39095	Lexington
39560	Long Beach
39339	Louisville
39648	McComb
39111	Magee
38646	Marks
39301	Meridian
39562	Mississippi City
39563	Moss Point
39120	Natchez
38652	New Albany
39345	Newton
39564	Ocean Springs
38860	Okolona
38655	Oxford
39567	Pascagoula
39571	Pass Christian
39208	Pearl
39465	Petal
39350	Philadelphia
39466	Picayune
38863	Pontotoc
39150	Port Gibson
38663	Ripley
38668	Senatobia
39759	Starkville
39759	State College
38801	Tupelo
38677	University
39180	Vicksburg
38965	Water Valley
39367	Waynesboro
39773	West Point
38967	Winona
39194	Yazoo City

MISSOURI

63123	Affton
65605	Aurora
63011	Ballwin
63137	Bellefontaine - Neighbors
63133	Bel-Ridge
64012	Belton
63134	Berkeley
64424	Bethany
64015	Blue Springs
65613	Bolivar
63628	Bonne Terre
65233	Boonville
63334	Bowling Green
63114	Breckenridge Hills
63144	Brentwood
63042	Bridgeton
64628	Brookfield
64730	Butler
65018	California
64429	Cameron
63435	Canton
63701	Cape Girardeau
64633	Carrollton
64836	Carthage
63830	Caruthersville
65240	Centralia
63740	Chaffee
63834	Charleston
64601	Chillicothe
63105	Clayton
64735	Clinton
65201	Columbia
63126	Crestwood
63141	Creve Coeur
63019	Crystal City
63136	Dellwood
63020	De Soto
63131	Des Peres
63841	Dexter
63845	East Prairie
65026	Eldon
64744	El Dorado Springs
63011	Ellisville
64024	Excelsior Springs
63640	Farmington
65248	Fayette
63135	Furguson
63028	Festus
63601	Flat River
63031	Florissant
63645	Fredericktown
63131	Frontenac
65251	Fulton
64118	Gladstone
63122	Glendale
64030	Grandview

63133	Hanley Hills
63401	Hannibal
64701	Harrisonville
63851	Hayti
63042	Hazelwood
65041	Hermann
64037	Higginsville
63133	Hillsdale
64050	Independence
63755	Jackson
65101	Jefferson City
63136	Jennings
64801	Joplin
641 •	Kansas City
63857	Kennett
63140	Kinloch
63501	Kirksville
63122	Kirkwood
63124	Ladue
64759	Lamar
65536	Lebanon
64063	Lee's Summit
63125	Lemay
64067	Lexington
64068	Liberty
63353	Louisiana
63552	Macon
63863	Malden
63143	Maplewood
64658	Marceline
65340	Marshall
63042	Maryland Heightr
64468	Maryville
63129	Mehlville
65265	Mexico
65270	Moberly
63136	Moline Acres
65708	Monett
65711	Mountain Grove
64850	Neosho
64772	Nevada
63869	New Madrid
63121	Normandy
64116	No. Kansas City
63121	Northwoods
63366	O'Fallon
63132	Olivette
63114	Overland
63069	Pacific
63133	Pagedale
63461	Palmyra
63775	Perryville
63120	Pine Lawn
64080	Pleasant Hill
63901	Poplar Bluff
63873	Portageville
63664	Potosi
64133	Raytown
64085	Richmond
63117	Richmond Heights
63137	Riverview
63124	Rock Hill
65401	Rolla
63074	St. Ann
63301	St. Charles
63077	St. Clair
63670	Ste. Genevieve
63114	St. Johns
645 •	St. Joseph
631 •	St. Louis
65560	Salem
63126	Sappington
65301	Sedalia
63119	Shrewsbury
63801	Sikeston
65349	Slater
63138	Spanish Lake
658 •	Springfield
64054	Sugar Creek
63080	Sullivan
63127	Sunset Hills
64683	Trenton
63084	Union
63130	University City
63088	Valley Park
63382	Vandalia
64093	Warrensburg
63090	Washington
64870	Webb City
63119	Webster Groves
63112	Wellston
63385	Wentzville
65775	West Plains
65360	Windsor
63131	Woodson Terrace

MONTANA

59711	Anaconda
591 •	Billings
59101	Billings Heights
59101	Billings South
59715	Bozeman
59701	Butte
59425	Conrad
59427	Cut Bank
59722	Deer Lodge
59725	Dillon
59701	Floral Park
59230	Glasgow
59330	Glendive
59401	Great Falls
59034	Hardin
59501	Havre
59601	Helena
59901	Kalispell
59044	Laurel
59457	Lewistown
59739	Libby
59047	Livingston
59301	Miles City
59801	Missoula
59801	Missoula S.W.
59072	Roundup
59474	Shelby
59270	Sidney
59701	Silver Bow Park
59937	Whitefish
59201	Wolf Point

NEBRASK

69301	Alliance
68305	Auburn
68818	Aurora
68310	Beatrice
68005	Bellevue
68008	Blair
68822	Broken Bow
69337	Chadron
68601	Columbus
69130	Cozad
68333	Crete
68352	Fairbury
68355	Falls City
68025	Fremont
69341	Gering
69138	Gothenburg
68801	Grand Island
68901	Hastings
68949	Holdrege
68847	Kearney
69145	Kimball
68128	La Vista
68850	Lexington
685 •	Lincoln
69001	Mc Cook
68043	Millard
68410	Nebraska City
68701	Norfolk
69101	North Platte
69153	Ogallala
681 •	Omaha
68763	O'Neill
68046	Papillion
68048	Plattsmouth
68051	Ralston
68661	Schuyler
69361	Scottsbluff
68434	Seward
69162	Sidney
68776	So. Sioux City
68978	Superior
69201	Valentine
68066	Wahoo
68787	Wayne
68788	West Point
68467	York

NEVADA

89005	Boulder City
89701	Carson City
89801	Elko
89301	Ely
89406	Fallon
89415	Hawthorne
89015	Henderson
891 •	Las Vegas
89030	North Las Vegas
895 •	Reno
89431	Sparks
89445	Winnemucca

NEW HAMPSHIRE

03102	Bedford
03570	Berin

03603	Charlestown
03743	Claremont
03301	Concord
03818	Conway
03038	Derry
03820	Dover
03824	Durham
03833	Exeter
03835	Farmington
03045	Goffstown
03581	Gorham
03842	Hampton
03755	Hanover
03765	Haverhill
03106	Hooksett
03051	Hudson
03431	Keene
03246	Laconia
03584	Lancaster
03766	Lebanon
03561	Littleton
031 *	Manchester
03054	Merrimack
03055	Milford
03060	Nashua
03857	New Market
03773	Newport
05905	Northumberland
03076	Pelham
03458	Peterborough
03105	Pinardville
03865	Plaistow
03264	Plymouth
03801	Portsmouth
03867	Rochester
03870	Rye
03079	Salem
03878	Somersworth
03275	Suncook
03608	Walpole
03894	Wolfeboro

NEW JERSEY

08201	Absecon
07102	Academy (Nwk.)
07710	Adelphia
07724	Alfred Vail
07727	Allaire
07820	Allamuchy
07401	Allendale
07711	Allenhurst
08501	Allentown
08720	Allenwood
08001	Alloway
07012	Allwood - Clifton
08865	Alpha
07620	Alpine
07017	Ampere - Bloomfield
08037	Ancora
07821	Andover
08801	Annandale
07032	Arlington
08802	Asbury
07712	Asbury Park
08004	Atco
07013	Athenia (Clifton)
08400	Atlantic City
07716	Atlantic Highlands
08106	Audubon
07822	Augusta
08202	Avalon
07001	Avenel
07717	Avon-by-the-sea
08803	Baptistown
08005	Barnegat
08006	Barnegat Light
08007	Barrington
07920	Basking Ridge
08037	Batsto
08742	Bay Head
07002	Bayonne
08721	Bayville
07202	Bayway (Eliz.)
08008	Beach Haven
08722	Beachwood
07921	Bedminster
07718	Belford
08502	Belle Mead
07109	Belleville
08030	Bellmawr
07719	Belmar
07823	Belvidere
07304	Bergen
07621	Bergenfield
07087	Bergenline
07652	Bergen Mall (Paramus)
07002	Bergen Pt. (Bayonne)
07922	Berkeley Hgts.
08009	Berlin
07924	Bernardsville
07201	Betsytown (Eliz.)
07824	Bevans
08010	Beverly
08011	Birmingham
08301	Bivalve
08012	Blackwood
08096	Blackwood Terr.
07825	Blairstown
08504	Blawenburg
07003	Bloomfield
07403	Bloomingdale
08804	Bloomsbury
07603	Bogota
07005	Boonton
08505	Bordentown
08805	Bound Brook
07720	Bradley Beach
08840	Brainy Boro
07826	Branchville
08723	Breton Woods
07018	Brick Church - E.O.
08723	Brick Town
08014	Bridgeport
08302	Bridgeton
08730	Brielle
08203	Brigantine
08808	Broadway
07003	Brookdale - Bloomfield
08030	Brooklawn
07926	Brookside
08015	Browns Mills
08857	Browntown (Old Bdg.)
07828	Budd Lake
08310	Buena
08016	Burlington
07405	Butler
07829	Buttzville
07006	Caldwell
07830	Califon
08100	Camden
08204	Cape May
08210	Cape May Court House
08212	Cape May Point
07072	Carlstadt
08069	Carneys Point
07008	Carteret
07030	Castle Point (Hob'kn)
08018	Cedar Brook
07009	Cedar Grove
07927	Cedar Knolls
08311	Cedarville
08608	Center (Trenton)
07018	Central (E. Org.)
08611	Chambersburg
07831	Changewater
07928	Chatham
08019	Chatsworth
08034	Cherry Hill
08034	Cherry Mall
07930	Chester
07083	Chestnut (Union)
08077	Cinnaminson
08638	Circle (Trenton)
08736	Circle Plaza (Manasquan)
07066	Clark
08020	Clarksboro
08510	Clarksburg
08312	Clayton
08021	Clementon
07010	Cliffside Park
07721	Cliffwood
07735	Cliffwood Beach
07011	Clifton
08809	Clinton
07108	Clinton Hill-Nwk.
07624	Closter
08108	Collingswood
08213	Cologne
07067	Colonia
07722	Colts Neck
07832	Columbia
08022	Columbus
07961	Convent Station
08511	Cookstown
07024	Coytesville (Ft Lee)
07821	Cranberry Lake

08512	Cranbury
07016	Cranford
08514	Creamridge
07626	Cresskill
08515	Crosswicks
08810	Dayton
07723	Deal
08015	Deborah
08023	Deepwater
08110	Delair
08075	Delanco
07014	Delawanna (Clifton)
07833	Delaware
08314	Delmont
08075	Delran
07627	Demarest
08214	Dennisville
07834	Denville
08096	Deptford
08315	Dividing Creek
07017	Doddtown-E. Orange
08316	Dorchester
08317	Dorothy
07801	Dover
07628	Dumont
07055	Dundee
08812	Dunnellen
07514	East (Paterson)
08816	E.Brunswick
08105	E. Camden
07734	E. Keansburg
08873	E. Millstone
07017	East Orange
07407	E. Paterson
07073	E. Rutherford
08302	East Side (Bridgeton)
07724	Eatontown
07020	Edgewater
08817	Edison
08215	Egg Harbor City
07740	Elberon
07200	Elizabeth
07206	Elizabethport
08318	Elmer
07202	Elmora-Eliz.
08217	Elwood
07630	Emerson
07631	Englewood
07632	Englewood Cliffs
07726	Englishtown
07021	Essex Falls
08319	Estell Manor
08025	Ewan
07006	Fairfield-Caldwell
07701	Fair Haven
07410	Fair Lawn
08320	Fairton
07022	Fairview
07023	Fanwood
07931	Far Hills
07727	Farmingdale
07308	Five Corners (Jer. City)
08821	Flagtown
07836	Flanders
08822	Flemington
08518	Florence
07932	Florham Park
08863	Fords
08731	Forked River
08321	Fortescue
07024	Fort Lee
07703	Fort Monmouth
07087	48th St.-Union City
07087	43rd St.-Union City
07621	Foster Village-Bergenfield
07416	Franklin
07417	Franklin Lakes
08823	Franklin Park
08322	Franklinville
07728	Freehold
08825	Frenchtown
07625	Garden State (Paramus)
07026	Garfield
07027	Garwood
08026	Gibbsboro
08027	Gibbstown
07933	Gillette
07934	Gladstone
08028	Glassboro
07837	Glasser
08029	Glendora
08826	Glen Gardner
07028	Glen Ridge
07452	Glen Rock
07418	Glenwood
08030	Gloucester City
08218	Goshen
07010	Grantwood
07036	Grasselli (Linden)
07838	Great Meadows
08812	Green Brook
08219	Green Creek
07839	Greendell
07435	Green Pond
07935	Green Village
07305	Greenville (J.C.)
08323	Greenwich
08032	Grenloch
07950	Greystone Park
08620	Groveville
07093	Guttenburg
07601	Hackensack
07840	Hackettstown
08033	Haddonfield
08035	Haddon Heights
08036	Hainesport
07508	Haledon
07419	Hamburg
08690	Hamilton Square
08037	Hammonton
08827	Hampton
08038	Hancocks Bridge
07936	Hanover
07640	Harrington Park
07029	Harrison
08039	Harrisonville
07420	Haskell
07604	Hasbrouck Hgts.
08040	Harvey Cedars
07641	Haworth
07506	Hawthorne
07730	Hazlet
08324	Heislerville
08828	Helmetta
07421	Hewitt
07842	Hibernia
08829	High Bridge
07422	Highland Lks.
08904	Highland Park
07732	Highlands
08520	Hightstown
07502	Hillcrest (Paterson)
07642	Hillsdale
07205	Hillside
07030	Hoboken
07423	Ho-Ho--Kus
07733	Holmdel
07843	Hopatcong
07844	Hope
08525	Hopewell
07727	Howell
07307	Hudson City (J.C.)
07047	Hudson Hgts.
08080	Hurffville
08526	Imlaystown
08325	Iona
07105	Ironbound
07845	Ironia
07111	Irvington
08830	Iselin
08732	Island Hgts.
08527	Jackson
07305	Jackson Ave. (J.C.)
08831	Jamesburg
07300	Jersey City
08041	Jobstown
07846	Johnsonburg
07306	Journal Sq. (J.C.)
08042	Juliustown
08809	Jutland (Clinton)
07734	Keansburg
07032	Kearny
08832	Keasbey
08824	Kendall Park
07033	Kenilworth
07847	Kenvil
07735	Keyport
08528	Kingston
07405	Kinnelon
08043	Kirkwood
07848	Lafayette
07034	Lake Hiawatha
07849	Lake Hopatcong
07871	Lake Mohawk
08733	Lakehurst

08012	Lakeland
08701	Lakewood
08530	Lambertville
07850	Landing
08326	Landisville
08734	Lanoka Harbor
08044	Laurel Springs
08879	Laurence Harbor
08735	Lavallette
08045	Lawnside
08532	Lawrenceville
07851	Layton
08833	Lebanon
07852	Ledgewood
08220	Leeds Point
08327	Leesburg
07737	Leonardo
07605	Leonia
07938	Liberty Corner
07035	Lincoln Park
07738	Lincroft
07036	Linden
08021	Lindenwood
08221	Linwood
07424	Little Falls
07643	Little Ferry
07739	Little Silver
08834	Little York
07039	Livingston
07760	Locust (Rumson)
07644	Lodi
08008	Long Beach
07740	Long Branch
08403	Longport
07853	Long Valley
08865	Lopatcong
08048	Lumberton
07071	Lyndhurst
07939	Lyons
07428	McAfee
08641	McGuire A. F. B.
07940	Madison
08049	Magnolia
07430	Mahwah
08328	Malaga
07078	Mall (Short-Hills)
08050	Manahawkin
08736	Manasquan
08723	Manor Park (Bricktown)
08738	Mantoloking
08051	Mantua
08835	Manville
07040	Maplecrest
08052	Maple Shade
07040	Maplewood
08402	Margate City
07746	Marlboro
08053	Marlton
08223	Marmora
08836	Martinsville
08054	Masonville
07747	Matawan
08329	Mauricetown
08330	Mays Landing
07607	Maywood
07047	Meadowview
08055	Medford
08055	Medford Lakes
07945	Mendham
08817	Menlo Park (Edison)
08619	Mercerville
08109	Merchantville
08840	Metuchen
08056	Mickleton
08873	Middlebush
08846	Middlesex
07748	Middletown
07854	Middle Valley
07855	Middleville
07432	Midland Park
07102	Midtown (Nwk.)
08848	Milford
07041	Millburn
07946	Millington
08849	Millstone
08850	Milltown
08332	Millville
08340	Milmay
08341	Minotola
08342	Mizpah
07093	Monitor (W. New York)
07750	Monmouth Beach
08852	Monmouth Junct.
07434	Monroe
08343	Monroeville
07042	Montclair
07645	Montvale
07045	Montville
07074	Moonachie
08057	Moorestown
07751	Morganville
07083	Morris Annex (Union)
07950	Morris Plains
07960	Morristown
07046	Mountain Lakes
07092	Mountainside
07856	Mount Arlington
08059	Mount Ephraim
07970	Mount Freedom
08060	Mount Holly
08061	Mount Royal
07060	Muhlenburg
08062	Mullica Hill
07971	Murray Hill
08063	National Park
07752	Navesink
07753	Neptune
07753	Neptune City
08853	Neshanic Station
07857	Netcong
07062	Netherwood
07100	Newark
08900	New Brunswick
08533	New Egypt
08344	Newfield
07435	Newfoundland
08224	New Gretna
08064	New Lisbon
07646	New Milford
07748	New Monmouth
08345	Newport
07974	New Providence
07724	New Shrewsbury
07860	Newton
08346	Newtonville
07976	New Vernon
08817	Nixon (Edison)
08347	Norma
08739	Normandy Beach
07104	North
07032	North Arlington
07047	North Bergen
08855	North Branch
08902	North Brunswick
08204	North Cape May
07006	North Caldwell
07003	North Center (Bloomfield)
07208	North Elizabeth
08225	Northfield
07661	North Hackensack
07060	No. Haledon
07060	North Plainfield
07647	Northvale
08260	North Wildwood
07648	Norwood
07110	Nutley
07755	Oakhurst
07436	Oakland
08107	Oaklyn
07439	Oak Ridge
08226	Ocean City
08740	Ocean Gate
07756	Ocean Grove
07757	Oceanport
08230	Ocean View
08231	Oceanville
07439	Ogdensburg
08857	Old Bridge
07675	Old Tappan
08858	Oldwick
07649	Oradell
07050	Orange
08723	Osbornsville
07026	Outwater (Garfield)
07863	Oxford
07470	Packanack Lake
07024	Palisade (Ft. Lee)
07650	Palisades Park
08065	Palmyra
07002	Pamrapo (Bayonne)
07652	Paramus
07513	Park (Paterson)
07656	Park Ridge
08859	Parlin

07054	Parsippany-Troy-Hills
07055	Passaic
07500	Paterson
08066	Paulsboro
07977	Peapack
08067	Pedricktown
08068	Pemberton
08534	Pennington
08110	Pennsauken
08069	Penns Grove
08070	Pennsville
07440	Pequannock
08535	Perrineville
08861	Perth Amboy
08865	Philipsburg
08741	Pine Beach
07058	Pine Brook
08021	Pine Hill
08854	Piscataway
08071	Pitman
08867	Pittstown
07060	Plainfield
08536	Plainsboro
08046	Plaza
08232	Pleasantville
07978	Pluckemin
08742	Point Pleasant
08742	Pt. Pleasant Beach
08240	Pomona
07442	Pompton Lakes
07444	Pompton Plains
08348	Port Elizabeth
07758	Port Monmouth
07865	Port Murray
08349	Port Norris
07064	Port Reading
08241	Port Republic
07979	Pottersville
07470	Preakness-(Wayne)
08015	Presidential Lks. (Browns Mills)
08540	Princeton
08550	Princeton Junction
08868	Quakertown
08072	Quinton
07065	Rahway
07446	Ramsey
08073	Rancocas
08869	Raritan
08870	Readington
07701	Red Bank
08350	Richland
08074	Richwood
07657	Ridgefield
07660	Ridgefield Park
07450	Ridgewood
08871	Riegelsville
08551	Ringoes
07456	Ringwood
08242	Rio Grande
07026	Ritz (Garfield)
07457	Riverdale
07661	River Edge
07412	River Road (Fair Lawn)
08075	Riverside
07524	River St. (Paterson)
08077	Riverton
07675	River Vale
08351	Roadstown
08691	Robbinsville
07662	Rochelle Park
07866	Rockaway
07647	Rockleigh
07764	Rockworth
08553	Rocky Hill
08554	Roebling
08555	Roosevelt
07068	Roseland
07203	Roselle
07204	Roselle Park
08556	Rosemont
08352	Rosenhayn
07107	Roseville (Nwk.)
07760	Rumson
08078	Runnemede
07070	Rutherford
07662	Saddle Brook
07458	Saddle River
08079	Salem
08559	Sand Brook
08872	Sayreville
07870	Schooleys Mntn.
07724	Scobeyville
07076	Scotch Plains
07760	Sea Bright
08302	Seabrook
08750	Sea Girt
08243	Sea Isle City
08751	Seaside Heights
08752	Seaside Park
07094	Secaucus
08557	Sergeantsville
07077	Sewaren
08080	Sewell
08353	Shiloh
08008	Ship Bottom
08723	Shore Acres (Bricktown)
07078	Short Hills
07701	Shrewsbury
08081	Sicklerville
08558	Skillman
08231	Smithville
08083	Somerdale
08873	Somerset
08244	Somers Point
08876	Somerville
07114	South (Nwk.)
08879	South Amboy
08880	So Bound Brook
08881	South Branch
08104	South Camden
07606	South Hackensack
07039	South Livingston
07079	South Orange
07503	South Paterson
07080	South Plainfield
08882	South River
08753	South Toms River
08360	South Vineland
07871	Sparta
08884	Spotswood
07081	Springfield
07762	Spring Lake
07762	Spring Lake Hgts.
07874	Stanhope
08885	Stanton
08886	Stewartsville
07875	Stillwater
07980	Stirling
07460	Stockholm
08559	Stockton
08247	Stone Harbor
08084	Stratford
08248	Strathmere
07701	Suburban (Red Bank)
07876	Succasunna
07901	Summit
07087	Summit Av (Union City)
08008	Surf City
07461	Sussex
07877	Swartswood
08085	Swedesboro
07878	Tabor
07093	Taurus (W. New York)
07666	Teaneck
07522	Temple (Paterson)
07670	Tenafly
07763	Tennent
07608	Teterboro
08086	Thorofare
08887	Three Bridges
08560	Titusville
08753	Toms River
07512	Totowa
07082	Towaco
07052	Town Center (Orange)
07083	Townley (Union)
08249	Townsends Inlet
07879	Tranquility
08600	Trenton
08650	Tuckahoe
08087	Tuckerton
07047	Tyler Park
07083	Union
07735	Union Beach
07087	Union City
07201	Union Square (Eliz.)
07043	Upper Montclair
07458	Upper Saddle River
07030	Uptown (Hoboken)
07018	V. A. Hosp. (E. Orange)
07106	Vailsburg (Nwk.)
07470	Valley (Wayne)

07088	Vaux Hall
08406	Ventnor City
07462	Vernon
07044	Verona
07880	Vienna
08251	Villas
08088	Vincentown
08360	Vineland
07463	Waldwick
07719	Wall (Belmar)
07055	Wallington
07881	Wallpack Center
07465	Wanaque
08758	Waretown
07060	Warren (Plainfield)
07410	Warren Pt. (Fair Lawn)
07882	Washington
07102	Washington Park (Nwk.)
07030	Washington St. (Hoboken)
07060	Watchung
07003	Watsessing (Bloomfield)
07470	Wayne
07087	Weehawken
07112	Weequahic (Nwk.)
08090	Wenonah
07103	West (Nwk.)
08091	West Berlin
07701	Westboro (Red Bank)
07006	West Caldwell
07008	West Carteret
08107	W. Collingswood
07740	West End
07666	W. Englewood
07090	Westfield
07032	West Hudson
07764	W. Long Branch
07480	West Milford
08108	Westmont
07093	W. New York
07052	West Orange
07424	West Paterson
07030	West Side (Hob.)
07304	West Side (J.C.)
08628	West Trenton
08093	Westville
07675	Westwood
07885	Wharton
07981	Whippany
08888	Whitehouse
08889	White House Sta.
08252	Whitesboro
08759	Whiting
07765	Wickatunk
08260	Wildwood
08260	Wildwood Crest
08094	Williamstown
08046	Willingboro
08561	Windsor
08095	Winslow
08270	Woodbine
07095	Woodbridge
08096	Woodbury
08097	Woodbury Hgts.
07047	Woodcliff
07675	Woodcliff Lake
08034	Woodcrest
08107	Woodlynne (Camden)
07075	Wood Ridge
08098	Woodstown
08562	Wrightstown
07481	Wyckoff
08620	Yardville
08890	Zarephath

NEW MEXICO

87114	Alameda
88310	Alamogordo
871 *	Albuquerque
87105	Armijo
88210	Artesia
87105	Atrisco
87401	Aztec
87002	Belen
87004	Bernalillo
88220	Carlsbad
88415	Clayton
88101	Clovis
88030	Deming
88231	Eunice
87401	Farmington
87105	Five Points
87301	Gallup
87020	Grants
88240	Hobbs
88252	Jal
88001	Las Cruces
88701	Las Vegas
88045	Lordsburg
87544	Los Alamos
87107	Los Ranchos de Albuquerque
88260	Lovington
87020	Milan
88130	Portales
87740	Raton
88201	Roswell
87501	Santa Fe
88061	Silver City
87801	Socorro
87901	Truth or Consequences
88401	Tucumcari
88352	Tularosa
88001	University Park
87327	Zuni

NEW YORK

14801	Addison
122 *	Albany
11507	Albertson
14411	Albion
14004	Alden
14802	Alfred
14226	Amherst
11701	Amityville
12010	Amsterdam
14006	Angola
10502	Ardsley
12603	Arlington
14011	Attica
13021	Auburn
14414	Avon
11702	Babylon
11510	Baldwin
13027	Baldwinsville
12020	Ballston Spa
14020	Batavia
13088	Bayberry
11705	Bay Shore
11709	Bayville
12508	Beacon
10507	Bedford Hills
11710	Bellmore
11713	Bellport
11714	Bethpage
139 *	Binghamton
14219	Blasdell
10913	Blauvelt
11715	Blue Point
11716	Bohemia
11717	Brentwood
10510	Briarcliff Manor
14610	Brighton
11718	Brightwaters
14420	Brockport
104 *	Bronx
10708	Bronxville
112 *	Brooklyn
11545	Brookville
142 *	Buffalo
13316	Camden
13317	Canajoharie
14424	Canandaigua
13032	Canastota
14823	Canisteo
13617	Canton
11514	Carl Place
13619	Carthage
12414	Catskill
14850	Cayuga Heights
13035	Cazenovia
11516	Cedarhurst
11720	Centereach
11934	Center Moriches
11721	Centerport
11722	Central Islip
10514	Chappaqua
14225	Cheektowaga
13745	Chenango Bridge
13037	Chittenango
14433	Clyde
12043	Cobleskill
12047	Cohoes
[illegible]	[illegible]
11725	Commack
10920	Congers

13326	Cooperstown
11726	Copiague
12822	Corinth
14830	Corning
12518	Cornwall
12520	Cornwall-On-The Hudson
13045	Cortland
12051	Coxsackie
10520	Croton-On-The-Hudson
12929	Dannemora
14437	Dansville
11729	Deer Park
13753	Delhi
12054	Delmar
14043	Depew
14047	Derby
13214	DeWitt
11743	Dix Hills
10522	Dobbs Ferry
13329	Dolgeville
14048	Dunkirk
14052	East Aurora
10709	Eastchester
11735	East Farmingdale
12302	East Glenville
11576	East Hills
11730	East Islip
11554	East Meadow
11731	East Northport
11732	East Norwich
11772	East Patchogue
14445	East Rochester
11518	East Rockaway
13057	East Syracuse
10604	East White Plains
11596	East Williston
12428	Ellenville
149 *	Elmira
14903	Elmira Heights
11003	Elmont
10523	Elmsford
12054	Elsmere
11731	Elwood
13760	Endicott
13760	Endwell
13219	Fairmount
14450	Fairport
12601	Fairview
14733	Falconer
11735	Farmingdale
11738	Farmingville
13066	Fayetteville
11001	Floral Park
12828	Fort Edward
13339	Fort Plain
13340	Frankfort
11010	Franklin Square
14063	Fredonia
11520	Freeport
13069	Fulton
11530	Garden City
14606	Gates
14454	Geneseo
14456	Geneva
11542	Glen Cove
11545	Glen Head
12801	Glens Falls
11547	Glenwood Landing
12078	Gloversville
10924	Goshen
13642	Gouverneur
14070	Gowanda
12832	Granville
11023	Great Neck
14616	Greece
12183	Green Island
11740	Greenlawn
11944	Greenport
10583	Greenville
11743	Halesite
14075	Hamburg
13346	Hamilton
11946	Hampton Bays
14221	Harris Hill
10528	Harrison
10530	Hartsdale
10706	Hastings-On-Hudson
11787	Hauppauge
10927	Haverstraw
10532	Hawthorne
11550	Hempstead
13350	Herkimer
11557	Hewlett
118 *	Hicksville
12528	Highland
10928	Highland Falls
10977	Hillcrest
11040	Hillside Manor
11741	Holbrook
13077	Homer
12090	Hoosick Falls
14845	Horseheads
12534	Hudson
12839	Hudson Falls
11743	Huntington
11746	Huntington Station
12538	Hyde Park
13357	Ilion
11696	Inwood
14617	Irondequoit
10533	Irvington
11558	Island Park
11751	Islip
14850	Ithaca
14701	Jamestown
11753	Jericho
13790	Johnson City
12095	Johnstown
10536	Katonah
14217	Kenmore
11754	Kingspark
11024	Kings Point
12401	Kingston
14218	Lackawanna
10512	Lake Carmel
11755	Lake Grove
13209	Lakeland
12946	Lake Placid
11779	Lake Ronkonkoma
11040	Lake Success
14750	Lakewood
14086	Lancaster
10538	Larchmont
12110	Latham
11559	Lawrence
14482	Le Roy
11756	Levittown
14092	Lewiston
12754	Liberty
11757	Lindenhurst
13365	Little Falls
13088	Liverpool
11743	Lloyd Harbor
14094	Lockport
11560	Locust Valley
11561	Long Beach
12211	Loudonville
13367	Lowville
11563	Lynbrook
14489	Lyons
12203	Mc Kownville
12953	Malone
11565	Malverne
10543	Mamaroneck
11030	Manhasset
13104	Manlius
11050	Manorhaven
11758	Massapequa
11762	Massapequa Park
13662	Massena
11950	Mastic
11951	Mastic Beach
13211	Mattydale
12118	Mechanicville
14103	Medina
11746	Melville
12204	Menands
11566	Merrick
10940	Middletown
11501	Mineola
13407	Mohawk
10950	Monroe
10952	Monsey
12701	Monticello
10549	Mount Kisco
14510	Mount Morris
10550	Mount Vernon
11030	Munsey Park
10954	Nanuet
11758	Nassau Shores
13120	Nedrow
11767	Nesconset
14513	Newark
12550	Newburgh
11590	New Cassel
10956	New City
11040	New Hyde Park
12561	New Paltz
108 *	New Rochelle
12550	New Windsor

100 •	New York
13417	New York Mills
143 •	Niagara Falls
11701	North Amityville
11703	North Babylon
11710	North Bellmore
11713	North Bellport
14534	Northeast Henrietta
11752	North Great River
11757	North Lindenhurst
11758	North Massapequa
11560	North Merrick
11040	North New Hyde Park
11768	Northport
13212	North Syracuse
10591	North Tarrytown
14120	North Tonawanda
13815	Norwich
10960	Nyack
11769	Oakdale
13669	Ogdensburg
11804	Old Bethpage
14760	Olean
13421	Oneida
13820	Oneonta
10962	Orangeburg
14127	Orchard Park
10562	Ossining
13126	Oswego
13827	Owego
11771	Oyster Bay
14870	Painted Post
14522	Palmyra
13057	Park Hill
11772	Patchogue
10965	Pearl River
10566	Peekskill
10803	Pelham Manor
14562	Penfield
14527	Penn Yan
14530	Perry
11803	Plainview
12901	Plattsburgh
10570	Pleasantville
10573	Port Chester
11777	Port Jefferson
12771	Port Jervis
11050	Port Washington
13676	Potsdam
126 •	Poughkeepsie
11400	Queens
12143	Ravena
12144	Rensselaer
11901	Riverhead
146 •	Rochester
11570	Rockville Center
12205	Roessleville
13440	Rome
11779	Ronkonkoma
11576	Roslyn
11577	Roslyn Heights
12303	Rotterdam
10580	Rye
11963	Sag Harbor
11780	Saint James
14779	Salamanca
11754	San Remo
12983	Saranac Lake
12866	Saratoga Springs
12477	Saugerties
11782	Sayville
10583	Scarsdale
123 •	Schenectady
12302	Scotia
11579	Sea Cliff
11783	Seaford
11784	Selden
13148	Seneca Falls
13461	Sherrill
11967	Shirley
13838	Sidney
14136	Silver Creek
13152	Skaneateles
14225	Sloan
10974	Sloatsburg
11787	Smithtown
11968	Southampton
11746	South Huntington
14904	Southport
11733	South Setauket
14559	Spencerport
10977	Spring Valley
14141	Springville
12301	Stanford Heights
103 •	Staten Island
11530	Stewart Manor
11790	Stony Brook
10980	Stony Point
10901	Suffern
11791	Syosset
132 •	Syracuse
10983	Tappan
10591	Tarrytown
11776	Terryville
11021	Thomaston
10594	Thornwood
12883	Ticonderoga
14150	Tonawanda
14223	Town Of Tonawanda
12180	Troy
10707	Tuckahoe
12986	Tupper Lake
11553	Uniondale
135 •	Utica
10595	Valhalla
10989	Valley Cottage
11580	Valley Stream
13850	Vestal
12884	Victory Mills
12586	Walden
13856	Walton
11793	Wantagh
12590	Wappingers Falls
14569	Warsaw
10990	Warwick
12188	Waterford
13165	Waterloo
13601	Watertown
12189	Watervliet
14891	Watkins Glen
14892	Waverly
14580	Webster
14895	Wellsville
11590	Westbury
13760	West Corners
14701	West Ellicott
13760	West Endicott
14787	Westfield
10993	West Haverstraw
11552	West Hempstead
11743	West Hills
11795	West Islip
12203	Westmere
10994	West Nyack
10996	West Point
11796	West Sayville
14224	West Seneca
13215	Westvale
12887	Whitehall
106 •	White Plains
13492	Whitesboro
14221	Williamsville
11596	Williston Park
13850	Willow Point
11598	Woodmere
11798	Wyandanch
107 •	Yonkers
10598	Yorktown Heights
13495	Yorkville

NORTH CAROLINA

27910	Ahoskie
28001	Albemarle
27203	Asheboro
288 •	Asheville
28513	Ayden
28516	Beaufort
28012	Belmont
28016	Bessemer City
28303	Bonnie Doone
28607	Boone
28712	Brevard
27215	Burlington
28716	Canton
27511	Cary
27514	Chapel Hill
282 •	Charlotte
28021	Cherryville
27520	Clayton
28328	Clinton
28025	Concord
28032	Cramerton
28723	Cullowhee
28034	Dallas
28036	Davidson
28334	Dunn
277 •	Durham
28301	East Fayetteville
27288	Eden
27932	Edenton
27909	Elizabeth City
28621	Elkin

27823	Enfield
28339	Erwin
27828	Farmville
28301	Fayetteville
28043	Forest City
27526	Fuquay-Varina
27529	Garner
28052	Gastonia
27530	Goldsboro
27253	Graham
28630	Granite Falls
274 *	Greensboro
27834	Greenville
28345	Hamlet
27536	Henderson
28739	Hendersonville
28601	Hickory
28205	Hickory Grove
27260	Highpoint
28540	Jacksonville
28081	Kannapolis
27284	Kernersville
28086	Kings Mountain
28501	Kinston
28304	Lafayette
28352	Laurinburg
28645	Lenoir
27292	Lexington
28092	Lincolnton
28601	Long View
27549	Louisburg
28098	Lowell
28358	Lumberton
28752	Marion
28544	Midway Park
28110	Monroe
28115	Mooresville
28557	Morehead City
28655	Morganton
27215	Morgantown
27030	Mount Airy
28120	Mount Holly
28365	Mount Olive
27855	Murfreesboro
28560	New Bern
28658	Newton
28659	North Wilkensboro
27565	Oxford
27962	Plymouth
28376	Raeford
276 *	Raleigh
28377	Red Springs
27320	Reidsville
27870	Roanoke Rapids
28379	Rockingham
27801	Rocky Mount
27573	Roxboro
28139	Rutherfordton
28144	Salisbury
27330	Sanford
27874	Scotland Neck
28150	Shelby
27344	Siler City
27577	Smithfield
28387	Southern Pines
28159	Spencer
28160	Spindale
28390	Spring Lake
28777	Spruce Pine
28677	Statesville
28778	Swannanoa
27866	Tarboro
27360	Thomasville
27049	Toast
28690	Valdese
28170	Wadesboro
27587	Wake Forest
28466	Wallace
27889	Washington
28786	Waynesville
28472	Whiteville
27892	Williamston
28401	Wilmington
27893	Wilson
271 *	Winston-Salem

NORTH DAKOTA

58501	Bismarck
58318	Bottineau
58301	Devils Lake
58601	Dickinson
58102	Fargo
58237	Grafton
58201	Grand Forks
58401	Jamestown
58554	Mandan
58701	Minot
58368	Rugby
58078	South West Fargo
58072	Valley City
58075	Wahpeton
58801	Williston

OHIO

45810	Ada
443 *	Akron
44601	Alliance
45236	Amberley
44001	Amherst
44805	Ashland
44004	Ashtabula
45701	Athens
44202	Aurora
44515	Austintown
45404	Avondale
44012	Avon Lake
44203	Barberton
43713	Barnesville
44140	Bay Village
44122	Beachwood
44146	Bedford
44139	Bedford Heights
43906	Bellaire
43311	Bellefontaine
44811	Bellevue
45714	Belpre
44017	Berea
43209	Bexley
45107	Blanchester
45242	Blue Ash
44512	Boardman
43402	Bowling Green
44141	Brecksville
45231	Brentwood
43912	Bridgeport
44141	Broadview Heights
44144	Brooklyn
44142	Brook Park
45309	Brookville
44212	Brunswick
43506	Bryan
44820	Bucyrus
43907	Cadiz
43725	Cambridge
44405	Campbell
44406	Canfield
447 *	Canton
43316	Carey
44615	Carrollton
45822	Celina
45459	Centerville
44022	Chagrin Falls
44024	Chardon
45211	Cheviot
45601	Chillicothe
452 *	Cincinnati
43113	Circleville
441 *	Cleveland
44118	Cleveland Heights
43410	Clyde
45638	Coal Grove
45828	Cold Water
44408	Columbiana
432 *	Columbus
44030	Conneaut
43812	Coshocton
45238	Covedale
44827	Crestline
43731	Crooksville
44221	Cuyahoga Falls
454 *	Dayton
45236	Deer Park
43512	Defiance
43015	Delaware
45238	Delhi Hills
45833	Delphos
44621	Dennison
45414	Dixie Heights
44622	Dover
45427	Drexel
44112	East Cleveland
44094	East Lake
43920	East Liverpool
44413	East Palestine
45431	East View
45320	Eaton
44004	Edgewood
45216	Elmwood Place
44035	Elyria
45322	Englewood
44117	Euclid
45324	Fairborn
45014	Fairfield
44313	Fairlawn
44126	Fairview Park

44077	Fairport Harbor
45840	Findlay
45224	Finneytown
45240	Forest Park
45426	Fort McKinley
45806	Fort Shawnee
44830	Fostoria
45005	Franklin
43420	Fremont
43020	Gahanna
44833	Galion
45631	Gallipolis
44125	Garfield Heights
44401	Geneva
45327	Germantown
44420	Girard
45246	Glendale
45213	Golf Manor
43212	Grandview Heights
43023	Granville
45123	Greenfield
45218	Greenhills
45331	Greenville
43123	Grove City
45011	Hamilton
45030	Harrison
45055	Heath
43526	Hicksville
44124	Highland Heights
43026	Hilliard
45133	Hillsboro
44425	Hubbard
44839	Huron
44131	Independence
45243	Indian Hill
45638	Ironton
45640	Jackson
43031	Johnstown
44240	Kent
43326	Kenton
45429	Kettering
45432	Knollwood
44250	Lakemore
44107	Lakewood
43130	Lancaster
44430	Leavittsburg
45036	Lebanon
45801	Lima
45215	Lincoln Heights
43228	Lincoln Village
44432	Lisbon
45215	Lockland
43138	Logan
43140	London
44052	Lorain
44842	Loudonville
44641	Louisville
45140	Loveland
44124	Lyndhurst
44437	McDonald
44056	Macedonia
449 *	Mansfield
44137	Maple Heights
45227	Mariemont
45750	Marietta
43305	Marion
43935	Martins Ferry
43040	Marysville
45040	Mason
44646	Massillon
44438	Masury
43537	Maumee
44124	Mayfield Heights
44256	Medina
44060	Mentor
45342	Miamisburg
45439	Miami Shores x
44017	Middleburgh Heights
45760	Middleport
45042	Middletown
45150	Milford
44654	Millersburg
44657	Minerva
43938	Mingo Junction
45419	Modern Manor
44260	Mogadore
45223	Monfort Heights
45242	Montgomery
45439	Moraine
43338	Mount Gilead
45231	Mount Healthy
43050	Mount Vernon
44262	Munroe Falls
43542	Napoleon
45764	Nelsonville
43055	Newark
45662	New Boston
44105	Newburgh Heights
45344	New Carlisle
43832	Newcomerstown
43764	New Lexington
45011	New Miami
44663	New Philadelphia
45157	New Richmond
44444	Newton Falls
44446	Niles
45872	North Baltimore
45239	Northbrook
44720	North Canton
45239	North College Hill
44067	Northfield
44070	North Olmsted
45414	Northridge
44035	North Ridgeville
44133	North Royalton
43616	Northwood
44203	Norton
44857	Norwalk
45212	Norwood
43449	Oak Harbor
45419	Oakwood
44074	Oberlin
44138	Olmsted
44862	Ontario
43616	Oregon
44667	Orrville
45875	Ottawa
43606	Ottawa Hills
45431	Page Manor
44077	Painesville
45344	Park Layne
44129	Parma
45879	Paulding
44124	Pepper Pike
44646	Perry Heights
43551	Perrysburg
45356	Piqua
44514	Poland
45769	Pomeroy
44319	Portage Lakes
43452	Port Clinton
45662	Portsmouth
44266	Ravenna
45215	Reading
44710	Reedurban
43068	Reynoldsburg
44124	Richmond Heights
44270	Rittman
44116	Rocky River
45440	Rolling Hills
44903	Roseland
43460	Rossford
44067	Sagamore Hills
45217	Saint Bernard
43950	Saint Clairsville
45885	Saint Marys
44460	Salem
44870	Sandusky
44313	Sawyerwood
44679	Sebring
44131	Seven Hills
43947	Shadyside
44120	Shaker Heights
45241	Sharonville
44054	Sheffield Lake
44875	Shelby
45415	Shiloh
45365	Sidney
44221	Silver Lake
45236	Silverton
44139	Solon
44121	South Euclid
45065	South Lebanon
45246	Springdale
455 *	Springfield
43952	Steubenville
44240	Streetsboro
44136	Strongsville
44471	Struthers
43560	Sylvania
44278	Tallmadge
44883	Tiffin
45371	Tipp City
436 *	Toledo
43964	Toronto
45067	Trenton
45426	Trotwood
45373	Troy
44087	Twinsburg
44683	Uhrichsville
44118	University Heights
43221	Upper Arlington
43351	Upper Sandusky
43078	Urbana

45377	Vandalia
45891	Van Wert
44089	Vermilion
44281	Wadsworth
43465	Walbridge
45895	Wapakoneta
44481	Warren
44122	Warrensville Heights
43160	Washington Court House
43567	Wauseon
45690	Waverly
44090	Wellington
45896	Wellston
43968	Wellsville
45449	West Carrolton
43081	Westerville
43162	West Jefferson
44145	Westlake
45383	West Milton
45662	West Portsmouth
44286	West Richfield
45694	Wheelersburg
43213	White Hall
45239	White Oak
44092	Wickliffe
45385	Wiburforce
44890	Willard
44094	Willoughby
44094	Willowick
45177	Wilmington
44288	Windham
43952	Wintersville
45245	Withamsville
45459	Woodbourne
45215	Woodlawn
43793	Woodsfield
44691	Wooster
43085	Worthington
45215	Wyoming
45385	Xenia
45387	Yellow Springs
445 *	Youngstown
43701	Zanesville

OKLAHOMA

73521	Altus
73005	Anadarko
73401	Ardmore
74525	Atoka
74003	Bartlesville
73008	Bethany
74631	Blackwell
74010	Bristow
74012	Broken Arrow
74834	Chandler
74426	Checotah
73018	Chickasha
74017	Claremore
74020	Cleveland
73601	Clinton
74021	Collinsville
73632	Cordell
74028	Cushing
73115	Del City
74029	Dewey
74030	Drumright
73533	Duncan
74701	Durant
73034	Edmond
73644	Elk City
73036	El Reno
73701	Enid
73542	Frederick
73044	Guthrie
73942	Guymon
73438	Healdton
74437	Henryetta
73651	Hobart
74848	Holdenville
73550	Hollis
74035	Hominy
74743	Hugo
74745	Idabel
73750	Kingfisher
73501	Lawton
73052	Lindsay
74501	Mc Alester
73446	Madill
73554	Mangum
73055	Marlow
74354	Miami
73110	Midwest City
73060	Moore
74401	Muskogee
73116	Nichols Hills
73069	Norman
74048	Nowata
74859	Okemah
731 *	Oklahoma City
74447	Okmulgee
73075	Pauls Valley
74056	Pawhuska
73077	Perry
74360	Picher
74601	Ponca City
74953	Poteau
74361	Pryor
73080	Purcell
74955	Sallisaw
74063	Sand Springs
74066	Sapulpa
73662	Sayre
74868	Seminole
74801	Shawnee
74070	Skiatook
74074	Stillwater
73086	Sulphur
74464	Tahlequah
74873	Tecumseh
73120	The Village
74653	Tonkawa
741 *	Tulsa
74467	Wagner
73572	Walters
73123	Warr Acres
73772	Watonga
73096	Weatherford
74884	Wewoka
73801	Woodward
73099	Yukon

OREGON

97321	Albany
97005	Aloha
97520	Ashland
97103	Astoria
97814	Baker
97266	Battin
97005	Beaverton
97701	Bend
97415	Brookings
97720	Burns
97013	Canby
97225	Cedar Hills
97501	Central Point
97420	Coos Bay
97423	Coquille
97330	Corvallis
97424	Cottage Grove
97338	Dallas
97266	Errol Heights
97401	Eugene
97116	Forest Grove
97301	Four Corners
97223	Garden Home
97266	Gilbert
97027	Gladstone
97230	Glendoveer
97526	Grants Pass
97030	Gresham
97303	Hayesville
97230	Hazelwood
97838	Hermiston
97123	Hillsboro
97031	Hood River
97303	Keizer
97266	Kelly Butte
97601	Klamath Falls
97850	La Grande
97034	Lake Oswego
97630	Lakeview
97355	Lebanon
97367	Lincoln City
97128	McMinnville
97501	Medford
97223	Metzger
97862	Milton-Freewater
97222	Milwaukie
97361	Monmouth
97457	Myrtle Creek
97458	Myrtle Point
97132	Newberg
97365	Newport
97459	North Bend
97268	Oak Grove
97914	Ontario
97045	Oregon City
97220	Parkrose
97801	Pendleton
974 *	Portland
97236	Powellhurst
97754	Prineville
97225	Raleigh Hills
97756	Redmond

97467	Reedsport
97402	River Road
97230	Rockwood
97470	Roseburg
97266	Russellville
97051	Saint Helens
97301	Salem
97138	Seaside
97381	Silverton
97477	Springfield
97383	Stayton
97479	Sutherlin
97386	Sweet Home
97058	The Dalles
97141	Tillamook
97391	Toledo
97068	West Linn
97071	Woodburn

PENNSYLVANIA

19001	Abington
19018	Aldan
15001	Aliquippa
181 *	Allentown
15101	Allison Park
16601	Altoona
15003	Ambridge
17003	Annville
18403	Archbald
19003	Ardmore
15068	Arnold
17921	Ashland
18706	Ashley
15215	Aspinwall
18810	Athens
15202	Avalon
18641	Avoca
15005	Baden
19004	Bala-Cynwyd
15234	Baldwin
18013	Bangor
15714	Barnesboro
15009	Beaver
15010	Beaver Falls
15522	Bedford
16823	Bellefonte
15202	Bellevue
15314	Bentleyville
18603	Berwick
19312	Berwyn
23650	Bethel Park
18015	Bethlehem
19508	Birdsboro
15717	Blairsville
18447	Blakely
17815	Bloomsburg
19061	Boothwyn
19512	Boyertown
15014	Brackenridge
15104	Braddock
16701	Bradford
15227	Brentwood
19036	Briarcliff
19405	Bridgeport
15017	Bridgeville
19007	Bristol
15824	Brockway
19015	Brookhaven
15825	Brookville
19008	Broomall
15236	Broughton
15417	Brownsville
19010	Bryn Mawr
17009	Burnham
16001	Butler
15419	California
17011	Camp Hill
15317	Canonsburg
18407	Carbondale
17013	Carlisle
15106	Carnegie
15234	Castle Shanon
18032	Catasauqua
15417	Centerville
17201	Chambersburg
15022	Charleroi
19308	Chatwood
19012	Cheltenham
19013	Chester
15024	Cheswick
15221	Churchill
15025	Clairton
16214	Clarion
18411	Clarks Summit
16830	Clearfield
19018	Clifton Heights
18218	Coaldale
19320	Coatesville
19023	Collingdale
17109	Colonial Park
17512	Columbia
15909	Conemaugh
15425	Connellsville
19428	Conshohocken
18037	Coplay
15108	Coraopolis
19020	Cornwells Heights
16407	Corry
16915	Coudersport
15205	Crafton
15030	Creighton
16630	Cresson
19020	Croydon
19022	Crum Lynne
16833	Curwensville
15902	Dale
18612	Dallas
17313	Dallastown
17821	Danville
19023	Darby
15001	Davidson Heights
15627	Derry
19333	Devon
18519	Dickson City
15033	Donora
15216	Dormont
19335	Downingtown
18901	Doylestown
15034	Dravosburg
19026	Drexel Hill
15801	Du Bois
18512	Dunmore
18641	Dupont
15110	Duquesne
18642	Duryea
17706	East Faxon
19050	East Lansdowne
15035	East Mc Keesport
19401	East Norriton
18042	Easton
15112	East Pittsburgh
18301	East Stroudsburg
17402	East York
15931	Ebensburg
15002	Economy
19013	Eddystone
15218	Edgewood
18704	Edwardsville
15037	Elizabeth
17022	Elizabethtown
19117	Elkins Park
16117	Elwood City
18049	Emmaus
15834	Emporium
15202	Emsworth
17025	Enola
17522	Ephrata
19118	Erdenheim
165 *	Erie
19029	Essington
15223	Etna
18643	Exeter
19030	Fairless Hills
16121	Farrell
19047	Feasterville
15905	Ferndale
19522	Fleetwood
19031	Flourtown
19032	Folcroft
19033	Folson
16226	Ford City
15221	Forest Hills
19034	Fort Washington
18704	Forty Ford
18051	Fountain Hill
15238	Fox Chapel
17931	Frackville
16323	Franklin
15143	Franklin Park
15042	Freedom
18224	Freeland
18052	Fullerton
16641	Gallitzin
15904	Geistown
17325	Gettysburg
17935	Girardville
19035	Gladwyne
15045	Glassport
18617	Glen Lyon
19036	Glenolden
15116	Glenshaw
19038	Glenside
17601	Grandview Heights
17225	Greencastle
19014	Green Ridge
15601	Greensburg
15220	Green Tree
16125	Greenville
16127	Grove City
19526	Hamburg
17602	Hamilton Park

19033	Havertown
18201	Hazleton
18055	Hellertown
17033	Hershey
16148	Hickory Township
17034	High Spire
16648	Hollidaysburg
19043	Holmes
15120	Homestead
18431	Honesdale
19044	Horsham
17036	Hummelstown
16652	Huntingdon
19006	Huntingdon Valley
19606	Hyde Park
15701	Indiana
15205	Ingram
15642	Irwin
15644	Jeannette
15025	Jefferson
19046	Jenkintown
17740	Jersey Shore
18434	Jessup
18229	Jim Thorpe
15845	Johnsonburg
15901	Johnstown
16735	Kane
19607	Kenhorst
15136	Kenmawr
19348	Kennett Square
19406	King Of Prussia
18704	Kingston
16201	Kittanning
17834	Kulpmont
19444	Lafayette Hill
176 *	Lancaster
19446	Lansdale
19050	Lansdowne
18232	Lansford
15650	Latrobe
19605	Laureldale
17111	Lawnton
16511	Lawrence Park
17042	Lebanon
15656	Leechburg
18702	Lee Park
18235	Lehighton
17043	Lemoyne
19053	Levittown
17837	Lewisburg
17044	Lewistown
15133	Liberty
15129	Library
19061	Linwood
17543	Lititz
17340	Littlestown
17745	Lock Haven
15068	Lower Burrell
18709	Luzerne
17048	Lykens
16045	Lyndora
19117	Lynnew'd Gardens
18237	Mc Adoo
15057	Mc Donald
17331	Hanover
171 *	Harrisburg
19040	Hatboro
19041	Heaverford
15131	Mc Keesport
15136	Mc Kees Rocks
15237	McKnight
17344	Mc Sherrystown
17948	Mahanoy City
17545	Manheim
16933	Mansfield
19061	Marcus Hook
15461	Masontown
16335	Meadville
17055	Mechanicsburg
19063	Media
19012	Melrose Park
16137	Mercer
19066	Merion Station
15552	Meyersdale
17057	Middletown
15059	Midland
16505	Millcreek Township
17061	Millersburg
17551	Millersville
15209	Millvale
19033	Milmont Park
17847	Milton
17954	Minersville
15062	Monessen
15063	Monongahela
15146	Monroeville
17754	Montoursville
18507	Moosic
19067	Morrisville
17851	Mount Carmel
17552	Mount Joy
15228	Mount Lebanon
15210	Mount Oliver
19606	Mount Penn
15666	Mount Pleasant
17066	Mount Union
17756	Muncy
15120	Munhall
17067	Myerstown
18634	Nanticoke
19072	Narberth
15065	Natrona Heights
18064	Nazareth
18240	Nesquehoning
15066	New Brighton
16101	New Castle
17070	New Cumberland
15466	New Eagle
17557	New Holland
15068	New Kensington
19073	Newtown Square
19401	Norristown
18067	Northampton
15012	North Belle Vernon
15104	North Braddock
18032	North Catasauqua
16428	North East
17857	Northumberland
15035	North Versailles
19454	North Wales
19074	Norwood
15139	Oakmont
17092	Oberlin
15080	Ohioville
16301	Oil City
18518	Old Forge
18447	Olyphant
19075	Oreland
19363	Oxford
18071	Palmerton
17028	Palmyra
19301	Paoli
19365	Parkesburg
15010	Patterson Township
16668	Patton
18072	Pen Argyl
17103	Penbrook
19047	Penndel
15235	Penn Hills
19606	Pennside
19072	Penn Valley
19151	Penn Wynne
18944	Perkasie
15237	Perrysville
191 *	Philadelphia
16866	Philipsburg
19460	Phoenixville
19026	Pilgrim Gardens
15140	Pitcairn
152 *	Pittsburg
18640	Pittston
18705	Plains
15236	Pleasant Hills
17402	Pleasureville
15239	Plum
18651	Plymouth
19462	Plymouth Meeting
16342	Polk
15946	Portage
16743	Port Allegany
17965	Port Carbon
15133	Port Vue
19464	Pottstown
17901	Pottsville
17109	Progress
19076	Prospect Park
15767	Punxsutaweny
18951	Quakerstown
15104	Rankin
196 *	Reading
17356	Red Lion
17764	Renovo
15212	Reserve Township
15851	Reynoldsville
15853	Ridgway
19078	Ridley Park
16673	Roaring Spring
15074	Rochester
15066	Rochester Township
16323	Rocky Grove
19010	Rosemont
19001	Roslyn
19468	Royersford
17111	Rutherford Heights
17970	Saint Clair
15857	Saint Marys
18840	Sayre
17972	Schuylkill Haven
15683	Scottdale

15243	Scott Township
185 *	Scranton
19018	Secane
17870	Selinsgrove
15143	Sewickley
17872	Shamokin
16146	Sharon
19079	Sharon Hill
15215	Sharpsburg
16150	Sharpsville
17976	Shenandoah
19607	Shillington
17257	Shippensburg
18080	Slatington
16057	Slippery Rock
15501	Somerset
18964	Souderton
18966	Southampton
15601	South Greensburg
15904	Southmont
15401	South Uniontown
17701	South Williamsport
15775	Spangler
19475	Spring City
15144	Springdale
19064	Springfield
17403	Spring Garden Township
16801	State College
17113	Steelton
19464	Stowe
19087	Strafford
18360	Stroudsburg
18250	Summit Hill
17801	Sunbury
19081	Swarthmore
15218	Swissvale
18704	Swoyerville
18252	Tamaqua
15084	Tarentum
18517	Taylor
18969	Telford
18512	Throop
16354	Titusville
18848	Towanda
15085	Trafford
17881	Trevorton
19401	Trooper
15145	Turtle Creek
16686	Tyrone
16438	Union City
15401	Uniontown
19082	Upper Darby
15690	Vandergrift
15147	Verona
19085	Villanova
19086	Wallingford
18974	Warminster
18976	Warrington
15301	Washington
19087	Wayne
17268	Waynesboro
15370	Waynesburg
18255	Weatherly
16901	Wellsboro
16501	Wesleyville
19007	West Bristol
19018	Westbrook Park
19380	West Chester
15122	West Mifflin
17038	Westmont
15089	West Newton
19401	West Norriton
18643	West Pittston
19602	West Reading
15229	West View
15905	Westwood
19678	West Wyomissing
17404	West York
15210	Whitehall
15131	White Oak
187 *	Wilkes-Barre
15221	Wilkinsburg
15145	Wilkins Township
17701	Williamsport
19090	Willow Grove
15148	Wilmerding
18042	Wilson
15963	Windber
19094	Woodlyn
19095	Wyncote
19118	Wyndmoor
19096	Wynnewood
18644	Wyoming
19610	Wyomissing
19050	Yeadon
174 *	York
15697	Youngwood
16063	Zelienople

RHODE ISLAND

02816	Anthony
02806	Barrington
02809	Bristol
02863	Central Falls
02816	Coventry
02910	Cranston
02864	Cumberland
02818	East Greenwich
02914	East Providence
02917	Esmond
02828	Greenville
02835	Jamestown
02919	Johnston
02881	Kingston
02865	Lincoln
02838	Manville
02840	Middletown
02840	Newport
02852	North Kingstown
02911	North Providence
02859	Pascoag
02860	Pawtucket
02871	Portsmouth
029 *	Providence
02816	Quidnick
02878	Tiverton
02879	Wakefield
02885	Warren
02886	Warwick
02890	West Barrington
02891	Westerly
02893	West Warwick
02895	Woonsocket

SOUTH CAROLINA

29620	Abbeville
29803	Aiken
29810	Allendale
29621	Anderson
29510	Andrews
29003	Bamberg
29812	Barnwell
29006	Batesburg
29902	Beaufort
29627	Belton
29512	Bennettsville
29010	Bishopville
29020	Camden
29209	Capitol View
29033	Cayce
29209	Cedar Terrace
29401	Charleston
29405	Charleston Heights
29520	Cheraw
29706	Chester
29325	Clinton
29710	Clover
292 *	Columbia
29526	Conway
29532	Darlington
29042	Denmark
29536	Dillon
29601	Dunean
29407	DuPont
29640	Easley
29340	East Gaffney
29824	Edgefield
29501	Florence
29206	Forest Acres
29715	Fort Mill
29340	Gaffney
29440	Georgetown
29829	Graniteville
29055	Great Falls
29203	Greenview
29601	Greenville
29626	Greenwood
29651	Greer
29410	Hanahan
29550	Hartsville
29654	Honea Path
29611	Judson
29556	Kingstree
29560	Lake City
29720	Lancaster Mills
29902	Laurel Bay
29360	Laurens
29657	Liberty
29102	Manning
29571	Marion
29662	Mauldin
29464	Mount Pleasant
29574	Mullins
29577	Myrtle Beach

29108	Newberry
29841	North Augusta
29406	North Charleston
29115	Orangeburg
29609	Park Place
29407	Riverland Terrace
29730	Rock Hill
29407	Saint Andrews
29609	Sans Souci
29678	Seneca
29150	Shannontown
29301	Spartanburg
29483	Summerville
29379	Union
29691	Walhalla
29488	Walterboro
29692	Ware Shoals
29169	West Columbia
29178	Whitmire
29697	Williamston
29853	Williston
29180	Winnsboro
29388	Woodruff
29745	York

SOUTH DAKOTA

57401	Aberdeen
57717	Bele Fourche
57006	Brookings
57325	Chamberlain
57738	Deadwood
57532	Fort Pierre
57747	Hot Springs
57350	Huron
57754	Lead
57042	Madison
57252	Milbank
57301	Mitchell
57601	Mobridge
57501	Pierre
57701	Rapid City
57469	Redfield
571 •	Sioux Falls
57262	Sisseton
57783	Spearfish
57785	Staurgis
57609	Vermillion
57201	Watertown
57580	Winner
57078	Yankton

TENNESSEE

37701	Alcoa
37303	Athens
37205	Belle Meade
38314	Bemis
38008	Bolivar
37218	Bordeaux
37620	Bristol
38012	Browrsville
38320	Camden
374 •	Chattanooga
37642	Church Hill
37040	Clarksville
37311	Cleveland
37716	Clinton
38402	Columbia
38502	Cookeville
38019	Covington
38555	Crosville
37321	Dayton
37055	Dickson
37214	Donelson
38024	Dyersburg
37412	East Ridge
37643	Elizabethton
37650	Erwin
37331	Etowah
37334	Fayetteville
37215	Forest Hills
37064	Franklin
37066	Gallatin
37072	Goodlettsville
37743	Greenville
37748	Harriman
38340	Henderson
37076	Hermitage Hills
37343	Hixson
38462	Hohenwald
38343	Humboldt
38344	Huntingdon
37216	Inglewood
38301	Jackson
37760	Jefferson City
37601	Johnson City
37660	Kingsport
37763	Kingston
379 •	Knoxville
37766	La Follette
38464	Lawrenceburg
37087	Lebanon
37771	Lenoir City
37091	Lewisburg
38351	Lexington
38570	Livingston
37774	Loudon
37665	Lynn Garden
38201	McKenzie
37110	McMinnville
37115	Madison
37355	Manchester
37216	Maplewood
38237	Martin
37801	Maryville
381 •	Memphis
38053	Millington
37814	Morristown
38474	Mount Pleasant
37130	Murfreesboro
372 •	Nashville
37821	Newport
37040	New Providence
37220	Oak Hill
37830	Oak Ridge
37840	Oliver Springs
38242	Paris
37211	Providence
38478	Pulaski
38128	Raleigh
37415	Red Bank
38063	Ripley
37854	Rockwood
37857	Rogersville
38372	Savannah
37862	Seviarville
37160	Shelbyville
37377	Signal Mountain
37168	Smyrna
42041	South Fulton
37380	South Pittsburg
38583	Sparta
37172	Springfield
37874	Sweetwater
38382	Trenton
37388	Tullahoma
38261	Union City
37185	Waverly
38109	West Junction
37205	West Meade
38116	Whitehaven
37398	Winchester

TEXAS

796 •	Abilene
77018	Acre Homes
78516	Alamo
78209	Alamo Heights
77039	Aldine
78332	Alice
79830	Alpine
77511	Alvin
791 •	Amarillo
79714	Andrews
77515	Angleton
79501	Anson
78336	Aransas Pass
76010	Arlington
75751	Athens
75551	Atlanta
787 •	Austin
76020	Azle
75149	Balch Springs
78201	Balcones Heights
76821	Ballinger
78602	Bastrop
77414	Bay City
77520	Baytown
777 •	Beaumont
76201	Bedford
78102	Beeville
77401	Bellaire
76705	Bellmead
76513	Belton
76126	Benbrook
76932	Big Lake
79720	Big Spring
78343	Bishop
75418	Bonham
79006	Borger
76230	Bowie
76825	Brady
76024	Breckenridge
77833	Brenham
77611	Bridge City
75026	Bridgeport

79316	Brownfield
78520	Brownsville
76801	Brownwood
77801	Bryan
76354	Burkburnett
76520	Cameron
79015	Canyon
78834	Carrizo Springs
75006	Carrollton
75633	Carthage
78213	Castle Hill
75935	Center
77530	Channelview
79201	Childress
76437	Cisco
75426	Clarksville
77058	Clear Lake City
76031	Cleburne
77327	Cleveland
77015	Cloverleaf
77531	Clute
75211	Cockrell Hill
76834	Coleman
77840	College Station
79512	Colorado City
78934	Columbus
76442	Comanche
75428	Commerce
77301	Conroe
76522	Coppera's Cove
784 •	Corpus Christie
75110	Corsicana
78014	Cotulla
79731	Crane
75835	Crockett
78839	Crystal City
77954	Cuero
75638	Daingerfield
79022	Dalhart
752 •	Dallas
77535	Dayton
76234	Decatur
77536	Deer Park
78840	Del Rio
75020	Denison
76201	Denton
79323	Denver City
75115	De Soto
78016	De Vine
75941	Diboll
77539	Dickinson
79027	Dimmitt
78537	Donna
79027	Dumas
75116	Duncanville
77434	Eagle Lake
78852	Eagle Pass
76448	Eastland
78538	Edcouch
78539	Edinburg
77957	Edna
77437	El Campo
76360	Electra
78621	Elgin
799 •	El Paso
78543	Elsa
75119	Ennis
76039	Euless
79838	Fabens
78355	Falfurrias
75234	Farmer's Branch
79235	Floydada
76119	Forest Hill
79735	Fort Stockton
761 •	Fort Worth
78624	Fredericksburg
77541	Freeport
78357	Freer
76240	Gainesville
77547	Galena Park
77550	Galveston
75040	Garland
76528	Gatesville
78626	Georgetown
78942	Giddings
75644	Gilmer
75647	Gladewater
78629	Gonzales
76046	Graham
75050	Grand Prairie
75401	Greenville
77619	Groves
77964	Hallettsville
76117	Haltom City
76531	Hamilton
79520	Hamlin
78550	Harlingen
79521	Haskell
77859	Hearne
78361	Hebronville
75652	Henderson
76365	Henrietta
79045	Hereford
75205	Highland Park
77562	Highlands
76645	Hillsboro
77563	Hitchcock
78861	Hondo
770 •	Houston
77340	Huntsville
76053	Hurst
78362	Ingleside
76367	Iowa Park
75060	Irving
77029	Jacinto City
76056	Jacksboro
75766	Jacksonville
75951	Jasper
75657	Jefferson
75142	Kaufman
78119	Kenedy
79745	Kermi
78028	Kerrville
75662	Kilgore
76544	Killeen
78363	Kingsville
75145	Kleberg
78559	LaFeria
78945	La Grange
77566	Lake Jackson
77640	Lakeview
76135	Lake Worth Village
77568	La Marque
79331	Lamesa
76550	Lampasas
75146	Lancaster
77571	La Porte
78040	Laredo
79336	Levelland
75067	Lewisville
77575	Liberty
79339	Littlefield
77351	Livingston
78644	Lockhart
75601	Longview
794 •	Lubbock
75901	Lufkin
78648	Luling
78501	McAllen
79752	McCamey
76657	McGregor
75069	McKinney
79843	Marfa
76661	Marlin
75670	Marshall
78368	Mathis
79245	Memphis
78570	Mercedes
75149	Mesquite
76667	Mexia
79701	Midland
75773	Mineola
76067	Mineral Wells
78572	Mission
79756	Monahans
79346	Morton
75455	Mount Pleasant
79347	Muleshoe
75961	Nacogdoches
77868	Navasota
77627	Nederland
78130	New Braunfels
76255	Nocona
77018	North Huston
76118	No. Richland Hills
79760	Odessa
76374	Olney
77630	Orange
76943	Ozona
77465	Palacios
75801	Palestine
79065	Pampa
75460	Paris
77501	Pasadena
77640	Pear Ridge
78061	Pearsall
79772	Pecos
79070	Perryton
78577	Pharr
79071	Phillips
75686	Pittsburg
79072	Plainview
75074	Plano
78064	Pleasanton
77640	Port Arthur

78578	Port Isabel
78374	Portland
77979	Port Lavaca
77651	PortNeches
79356	Post
78065	Poteet
77445	Prarie View
78375	Premont
79252	Quanah
76470	Ranger
78580	Raymondville
78377	Refugio
75080	Richardson
76118	Richland Hills
77469	Richmond
78582	Rio Grande City
76114	River Oaks
78380	Robstown
76567	Rockdale
78382	Rockport
77471	Rosenberg
75785	Rusk
76901	San Angelo
782 *	San Antonio
78586	San Benito
78384	San Diego
78589	San Juan
78666	San Marcos
78350	San Pedro
76114	Sansom Pk. Village
75159	Seagoville
78155	Seguin
79360	Seminole
76380	Seymour
79079	Shamrock
75090	Sherman
77656	Silsbee
78387	Sinton
79364	Slaton
78957	Smithville
79549	Snyder
77587	South Huston
79081	Spearman
77024	Spring Valley
79553	Stamford
76401	Stephenville
79083	Stinnett
77478	Sugar Land
75482	Sulphur Springs
77480	Sweeny
79556	Sweetwater
78390	Taft
79373	Tahoka
76574	Taylor
75860	Teague
76501	Temple
75160	Terrell
78209	Terrell Hills
75501	Texarkana
77590	Texas City
79088	Tulia
75701	Tyler
78148	Universal City
75205	University Park
78801	Uvalde

76384	Vernon
77901	Victoria
77662	Vidor
767 *	Waco
75165	Waxahachie
76086	Weatherford
79095	Wellington
78596	Weslaco
77486	West Columbia
77630	West Orange
77075	W. University Place
76114	Westworth Village
77488	Wharton
76108	White Settlement
76301	Wichita Falls
79567	Winters
77995	Yoakum

UTAH

84003	American Fork
84010	Bountiful
84302	Brigham City
84720	Cedar City
84014	Centerville
84015	Clearfield
84120	Cottonwood
84020	Draper
84109	East Millcree
84119	Granger
84106-15	Granite Park
84526	Heber City
84117	Holladay
84120	Hunter
84037	Kaysville
84118	Kearns
84041	Layton
84043	Lehi
84321	Logan
84044	Magna
84047	Midvale
84532	Moab
84107	Murray
84648	Nephi
84404	North Ogden
844 *	Ogden
84057	Orem
84651	Payson
84062	Pleasant Grove
84501	Price
84601	Provo
84119	Redwood
84701	Richfield
84069	Roy
84770	Saint George
841 *	Salt Lake City
84070	Sandy
84335	Smithfield
84401	South Ogden
84115	South Salt Lake
84660	Spanish Fork
84663	Springville
84015	Sunset
84118	Taylorsville
84074	Tooele
84070	Union
84010	Val Verda
84078	Vernal
84401	Washington Terra
84084	West Jordan
84070	White City

VERMONT

05641	Barre
05101	Bellows Falls
05201	Bennington
05301	Brattleboro
05401	Burlington
05452	Essex Junction
05753	Middlebury
05601	Montpelier
05855	Newport
05701	Rutland
05478	Saint Albans
05819	Saint Johnsbury
05401	South Burlington
05156	Springfield
05676	Waterbury
05001	White River Junction
05089	Windsor
05404	Winooski

VIRGINIA

24210	Abingdon
223 *	Alexandria
24517	Altavista
22003	Annandale
222 *	Arlington
23005	Ashland
22041	Bailey's Crossroa
24055	Bassett
24523	Bedford
22307	Belle View
23602	Bethel Manor
23229	Beverly Hills
24219	Big Stone Gap
24060	Blacksburg
23824	Blackstone
24605	Bluefield
23235	Bon Air
24201	Bristol
22042	Brayhill Park
24416	Buena Vista
22901	Charlottesville
23924	Chase City
23320	Chesapeake
23831	Chester
24073	Christiansburg
24422	Clifton Forge
24078	Collinsville
23834	Colonial Heights
24426	Covington
22041	Culmore
22191	Dale City
24541	Danville
23222	East Highland Par
23847	Emporia
23803	Ettrick

22030	Fairfax
22046	Falls Church
23901	Farmville
23851	Franklin
22401	Fredericksburg
22630	Front Royal
24333	Galax
23223	Glenwood Farms
22306	Groveton
23369	Hampton
22801	Harrisonburg
23075	Highland Springs
24019	Hollins
23860	Hopewell
22306	Hybla Valley
22042	Jefferson Village
22151	Kings Park
22044	Lake Barcroft
23228	Lakeside
22075	Leesburg
24450	Lexington
22835	Luray
24504	Lynchburg
24572	Madison Heights
22110	Manassas
24354	Marion
24112	Martinsville
23226	Monument Heights
24124	Narrows
236 •	Newport News
235 •	Norfolk
22151	North Springfield
24273	Norton
22960	Orange
23803	Petersburg
22043	Pimmit Hills
23362	Poquoson
237 •	Portsmouth
24301	Pulaski
24141	Radford
22151	Ravensworth
22070	Reston
24641	Richlands
232 •	Richmond
24011	Roanoke
24153	Salem
24370	Saltville
23150	Sandston
23235	Southampton
24592	South Boston
23970	South Hill
22150	Springfield
24401	Staunton
23434	Suffolk
24018	Sugar Loaf
24651	Tazewell
22172	Triangle
22180	Vienna
24179	Vinton
23451	Virginia Beach
22186	Warrenton
22980	Waynesboro
22308	Waynewood
23229	Westham
22150	West Springfield
23185	Williamsburg
22601	Winchester
22191	Woodbridge

WASHINGTON

98520	Aberdeen
98036	Alderwood Manor
98221	Anacortes
98002	Auburn
98004	Bellevue
98225	Bellingham
98011	Bothell
98310	Bremerton
98178	Bryn Mawr
98321	Buckley
98166	Burien
98233	Burlington
98607	Camas
98531	Centralia
98532	Chehalis
99004	Cheney
99403	Clarkston
98004	Clyd Hill
99111	Colfax
99324	College Place
99114	Colville
99218	Country Homes
99328	Dayton
98188	Des Moines
99213	Dishman
98004	Eastgate
98020	Edmonds
98926	Ellensburg
98022	Enumclaw
98823	Ephrata
98201	Everett
98903	Fairview
98002	Federal Way
98466	Fircrest
98902	Fruitvale
98930	Grandview
98660	Hazel Dell
98550	Hoquiam
98033	Houghton
98011	Inglewood
98626	Kelso
98028	Kenmore
99336	Kennewick
98031	Kent
98033	Kirkland
98501	Lacey
98004	Lake Hills
98499	Lakewood Center
98632	Longview
98264	Lynden
98036	Lynnwood
98270	Marysville
98039	Medina
98040	Mercer Island
98837	Moses Lake
98043	Mountlake Terrace
98273	Mount Vernon
98313	Navy Yard City
98188	Normandy Park
98155	North Park
98277	Oak Harbor
98501	Olympia
98841	Omak
99214	Opportunity
88344	Othello
98444	Parkland
99301	Pasco
98362	Port Angeles
98366	Port Orchard
98363	Port Townsend
99350	Prosser
99163	Pullman
98371	Puyallup
98848	Quincy
98577	Raymond
98052	Redmond
98055	Renton
99352	Richland
98160	Richmond Beach
98133	Richmond Highlands
98155	Ridgecrest
98188	Riverton Heights
98033	Rose Hill
981 •	Seattle
98284	Sedro Woolley
98942	Selah
98584	Shelton
98178	Skyway
98290	Snohomish
98903	South Broadway
98387	Spanaway
992 •	Spokane
98390	Sumner
98944	Sunnyside
984 •	Tacoma
98948	Toppenish
98501	Tumwater
98406	University Place
98660	Vancouver
99037	Veradale
99362	Walla Walla
98951	Wapato
98801	Wenatchee
98166	White Center
98901	Yakima

WEST VIRGINIA

25801	Beckley
25015	Belle
26031	Benwood
24701	Bluefield
26330	Bridgeport
26201	Buckhannon
253 •	Charleston
25414	Charles Town
25315	Chesapeake
26034	Chester
26301	Clarksburg
25827	Crab Orchard
25143	Cross Lanes

25064	Dunbar
26241	Elkins
26554	Fairmont
26037	Follansbee
26354	Grafton
25951	Hinton
257 •	Huntington
25530	Kenova
26726	Keyser
26537	Kingwood
25601	Logan
26040	McMechen
26582	Mannington
25315	Marmet
25401	Martinsburg
25136	Montgomery
26505	Morgantown
26041	Moundsville
25637	Mount Gay
25882	Mullens
26115	New Martinsville
25143	Nitro
25901	Oak Hill
26159	Paden City
26101	Parkersburg
25550	Point Pleasant
24740	Princeton
26164	Raverswood
26261	Richwood
25271	Ripley
25177	Saint Albans
26431	Shinnston
25303	South Charleston
25276	Spencer
25926	Sprague
25312	Tyler Heights
26101	Vienna
26062	Weirton
24801	Welch
26070	Wellsburg
26452	Weston
26505	Westover
26003	Wheeling
24986	White Sulphur Springs
25661	Williamson
26187	Williamstown

WISCONSIN

54911	Appleton
54806	Ashland
54301	Ashwaubenon
53913	Baraboo
53217	Bayside
53916	Beaver Dam
53511	Beloit
54923	Berlin
54615	Black River Falls
54724	Bloomer
53805	Boscobel
53005	Brookfield
53209	Brown Deer
53105	Burlington
53012	Cedarburg
53014	Chilton
54729	Chippewa Falls
53925	Columbus
53110	Cudahy
53115	Delavin
54115	De Pere
53533	Dodgeville
54701	Eau Claire
53534	Edgerton
53121	Elkhorn
53122	Elm Grove
53536	Evansville
54935	Fond Du Lac
53538	Fort Atkinson
53132	Franklin
53022	Germantown
53209	Glendale
53024	Grafton
543 •	Green Bay
53129	Greendale
53220	Greenfield
53130	Hale's Corner
53027	Hartford
54301	Howard
54016	Hudson
54534	Hurley
53545	Janesville
53549	Jefferson
54130	Kankauna
53140	Kenosha
54216	Kewaunee
54136	Kimberly
54601	La Crosse
54848	Ladysmith
53147	Lake Geneva
53551	Lake Mills
53813	Lancaster
54140	Little Chute
537 •	Madison
54220	Manitowoc
54143	Marinette
54449	Marshfield
54952	Menasha
53051	Menomonee Falls
54751	Menomonie
53092	Mequon
54452	Merrill
53562	Middleton
532 •	Milwaukee
53566	Monroe
53150	Muskego
54956	Neenah
54456	Neillsville
53151	New Berlin
54961	New London
54017	New Richmond
53154	Oak Creek
53066	Oconomowoc
54153	Oconto
54650	Onalaska
53818	Platteville
53073	Plymouth
53901	Portage
53074	Port Washington
53821	Prairie Du Chien
534 •	Racine
53959	Reedsburg
54501	Rhinelander
54868	Rice Lake
53581	Richland Center
54971	Ripon
54022	River Falls
53207	Saint Francis
54476	Schofield
54166	Shawano
53081	Sheboygan
53085	Sheboygan Falls
53211	Shorewood
53172	South Milwaukee
54656	Sparta
53590	Sun Prairie
54880	Superior
54660	Tomah
54487	Tomahawk
54241	Two Rivers
53094	Watertown
53186	Waukesha
54981	Waupaca
53963	Waupun
54401	Wausau
53213	Wauwatosa
53214	West Allis
53095	West Bend
53217	Whitefish Bay
53190	Whitewater
54494	Wisconsin Rapids

WYOMING

82834	Buffalo
82601	Casper
82001	Cheyenne
82414	Cody
82633	Douglas
82930	Evanston
82716	Gillette
82935	Green River
82520	Lander
82070	Laramie
82701	Newcastle
82435	Powell
82301	Rawlins
82501	Riverton
82901	Rock Springs
82801	Sheridan
82443	Thermopolis
82240	Torrington
82401	Worland

TASK #12
ATTACHMENT

STEPS AND TECHNICAL KNOWLEDGE

1. Gather 5 outgoing letters.
2. Check to see that letters have been signed.
3. Check to see that enclosures have been attached when specified in letters.
4. Select corresponding envelopes.
5. Check envelopes for correct destination; name, address, two letter state abbreviations, ZIP codes.
6. Designate desired postal delivery service on envelope (airmail, special delivery, registered mail, etc.)
7. Fold and stuff letters and enclosures into envelopes, then seal.
8. Weigh each letter on scale according to type of delivery service and destination to determine amount of postage required (use rate chart).
9. Set postage meter to correct amount of postage and stamp the envelopes.
10. Gather next 4 pieces of mail (newsletter, magazine, brochure, report).
11. Select appropriate size envelope for each.
12. Check to see that mailing label has been properly addressed; name, address, ZIP code.
13. Place material in envelope; material should lay flat-do not fold; then seal.
14. Affix mailing label.
15. See Step 9: Weigh each package on scale...
16. See Step 10: Set postage meter to...
17. Take remaining piece of mail-book.
18. Check to see that mailing label has been properly addressed; name, address, ZIP code.
19. Place book in mail bag, then seal.
20. Affix mailing label.
21. Weigh book on scale according to type of delivery service and destination to determine amount of postage (use rate chart).
22. Set postage meter to correct amount and stamp the package.

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Verifying information.

DIRECTIONS: Check the Zip Code Map on the following page to see if the addresses and ZIP codes below correspond to each other. If the addresses and ZIP codes belong together, write "true" in the blank. If they don't belong together, write "false".

1. The ZIP code for West 90th Street is 10025. ____________
2. The ZIP code for East 49th Street is 10017. ____________
3. One-zero-zero-one-zero is the ZIP code for all of West 25th Street. ____________
4. One-zero-zero-two-eight is the ZIP code for East Eightieth Street. ____________
5. The ZIP code for East 92nd Street is 10128. ____________
6. One-zero-zero-three-three is the ZIP code for all the streets between West 174th Street and West 187th Street. ____________
7. One-zero-zero-two-four is the ZIP code for West One hundred Street. ____________
8. The ZIP code for West 43rd Street is 10038. ____________
9. The ZIP code for East 38th Street is 10018. ____________
10. The ZIP code for Fourteenth Street, east of First Avenue is one-zero-zero-zero-nine. ____________

Name ____________________ Date ____________

HACER, INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Verifying information.

DIRECTIONS: Check the Zip Code Map on the following page to see if the addresses and ZIP codes below correspond to each other. If the addresses and ZIP codes belong together, write "true" in the blank. If they don't belong together, write "false".

1. The ZIP code for West 90th Street is 10025. False-10024
2. The ZIP code for East 49th Street is 10017. True
3. One-zero-zero-one-zero is the ZIP code for all of West 25th Street. False-10001
4. One-zero-zero-two-eight is the ZIP code for East Eightieth Street. False-10021
5. The ZIP code for East 92nd Street is 10128. True
6. One-zero-zero-three-three is the ZIP code for all the streets between West 174th Street and West 187th Street. True
7. One-zero-zero-two-four is the ZIP code for West One hundred Street. False-10024
8. The ZIP code for West 43rd Street is 10038. False-10036
9. The ZIP code for East 38th Street is 10018. False-10016
10. The ZIP code for Fourteenth Street, east of First Avenue is one-zero-zero-zero-nine. True

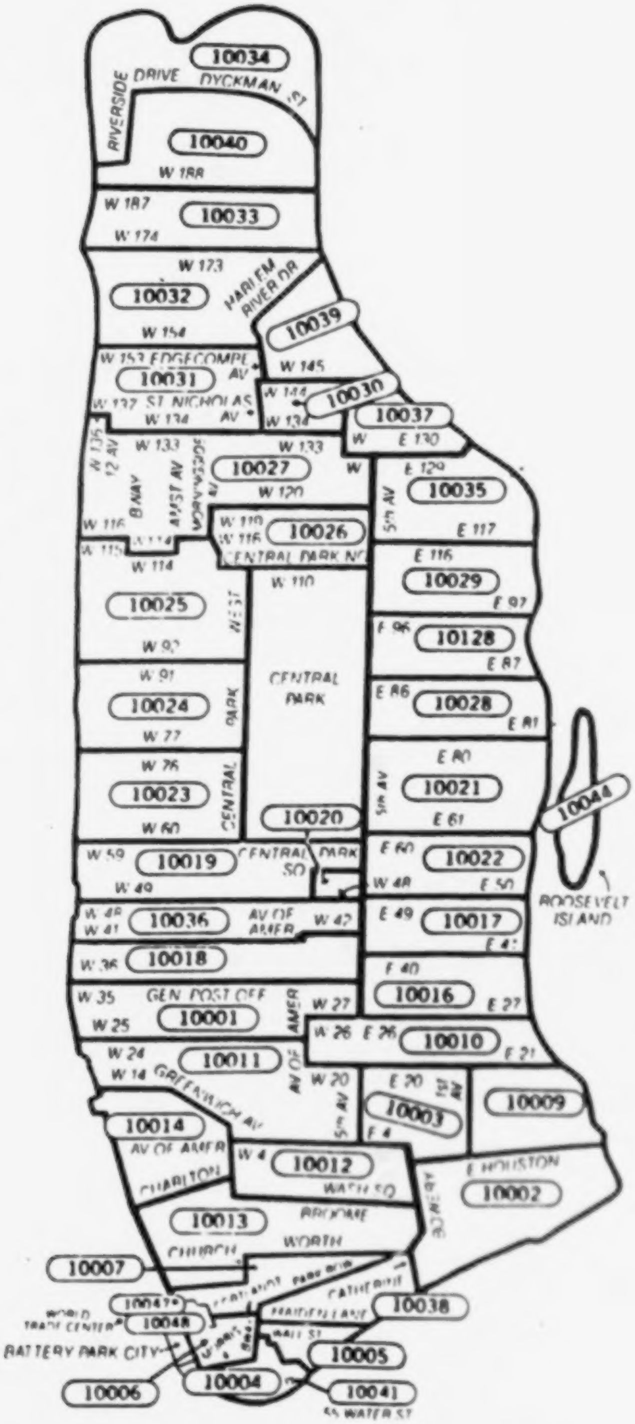
Name ____________________ Date ______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

WRITTEN TEST: J.R.ESL
EVALUATION

ZIP CODE MAP


10034
RIVERSIDE DRIVE
DYCKMAN ST
10040
W 188
W 187
10033
W 174
W 173
HARLEM RIVER DR
10032
W 154
10039
W 153 EDGECOMBE AV
10031
W 145
W 144
10030
W 137 ST NICHOLAS AV
W 134
W 134
10037
W
E 130
W 135
12 AV
W 133
W 133
B'WAY
AMST AV
MORNINGSIDE AV
10027
W 120
W
E 129
10035
5th AV
E 117
W 116
W 114
W 119
W 116
10026
CENTRAL PARK NO
W 115
W 114
E 116
10029
E 97
W 110
10025
W 92
WEST
E 96
10128
E 87
W 91
CENTRAL PARK
E 86
10028
E 81
10024
PARK
W 77
W 76
E 80
10021
10044
10023
CENTRAL
5th AV
E 61
W 60
10020
W 59
10019
CENTRAL PARK SO
E 60
10022
W 49
W 48
E 50
ROOSEVELT ISLAND
W 48
W 41
10036
AV OF AMER
W 42
E 49
10017
E 41
W 36
10018
E 40
W 35
GEN POST OFF
W 27
10016
W 25
10001
AMER
E 27
W 26
E 26
10010
E 21
W 24
10011
AV OF
W 14
GREENWICH AV
W 20
E 20
3rd AV
10003
10009
5th AV
E 4
10014
AV OF AMER
W 4
10012
E HOUSTON
CHARLTON
WASH SQ
10002
BOWERY
10013
BROOME
CHURCH
WORTH
10007
CHAMBERS
PARK ROW
CATHERINE
10047
10038
WORLD TRADE CENTER
10048
MAIDEN LANE
WALL ST
BATTERY PARK CITY
10005
10004
10006
10041
55 WATER ST

Resource: NYNEX Information Resources Company 1986

TASK #12

OPERATION SHEET: PREPARE OUTGOING MAIL

I. MATERIALS

a. 10 pieces of mail
b. 5 letter size envelopes
c. Postage meter
d. Scale
e. ZIP code directory
f. Postal rate chart
g. Mailing labels
h. Mail bag
i. 4 clasped manila envelopes

II. PROCEDURE

1. Gather the 5 outgoing letters.
2. Check to see that all the letters have been signed.
3. Make sure enclosures have been attached if specified in the letter.
4. Select corresponding envelopes.
5. Check envelopes for correct destination: Name, address, two letter state abbreviations and ZIP codes.
6. Fold the letters and insert the letters and enclosures (if any) in their corresponding envelopes.
7. Gather next 4 pieces of mail (newsletter, magazine, brochure, and report)
8. Check the mailing labels for correct destination: Name, address, two letter state abbreviation and ZIP code.
9. Attach the mailing labels to the manila envelopes.
10. Place the pieces of mail in their corresponding envelopes.
11. Check the mailing label for the correct destination for the remaining piece of mail(book).
12. Attach mailing label to the mail bag.
13. Insert the book in the mail bag.
14. Designate desired delivered on the envelopes and package and seal them.
15. Weigh each piece of mail on the scale and use postal rate chart to determine the amount of postage required.
16. Set postage meter to correct amount of postage and stamp the pieces of mail.
17. Sort the the pieces of mail according to type of delivery desired.
18. Place the pieces of mail in the mail pick-up box.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 12

JOB SHEET: PREPARE OUTGOING MAIL

EVALUATION

DIRECTIONS: You will be given 5 pieces of outgoing mail. You must prepare them for mailing.
Follow the steps listed in the information sheet

a. Make sure all letters have been signed
b. Make sure you have folded all letters correctly.
c. Seal all envelopes and packages.
d. Stamp the outgoing mail according to weight, class and destination.
e. Sort the outgoing mail according to the type of delivery desired.
f. Mail the correspondence.Use the appropriate means: Place in outgoing mail slot.

I. MATERIALS

a. Outgoing mail
b. Letter size envelopes
c. Manila envelopes
d. Mail bag
e. Postage meter
f. Scale
g. ZIP code directory
h. Postal rate chart
i. Mailing labels

TASK # 12

JOB SHEET: PREPARE OUTGOING MAIL

PRACTICE

DIRECTIONS: You will be given 5 pieces of outgoing mail. You must prepare them for mailing.
Follow the steps listed in the information sheet

a. Make sure all letters have been signed
b. Make sure you have folded all letters correctly.
c. Seal all envelopes and packages.
d. Stamp the outgoing mail according to weight, class and destination.
e. Sort the outgoing mail according to the type of delivery desired.
f. Mail the correspondence.Use the appropriate means: Place in outgoing mail slot.

I. MATERIALS

a. Outgoing mail
b. Letter size envelopes
c. Manila envelopes
d. Mail bag
e. Postage meter
f. Scale
g. ZIP code directory
h. Postal rate chart
i. Mailing labels

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #12

PERFORMANCE TEST

TASK: Prepare outgoing mail

Directions: Demonstrate mastery of this task by doing the following:

This test evaluates your ability to: prepare outgoing mail. You will be given 5 letters and 5 other pieces of mail, ZIP Code Directory, scale, rate chart, postage meter; fold and stuff mail, determine postal expenditure and stamp envelope with correct amount of postage.

No.	Your performance will be evaluated using the items below. All must be "YES" with the exception of ZIP codes which may have no more than 2 errors.	YES	NO
1.	Were all envelopes properly addressed?		
2.	Did all addresses include ZIP codes?		
3.	Were the letters folded correctly?		
4.	Was the correct amount of postage used?		
5.	Were envelopes weighed accurately?		
6.	Was ZIP Code Directory used properly?		
7.	Did participant consult postal rate chart?		
8.	Were envelopes and packages sealed correctly ?		
9.	Was outgoing mailed stamped correctly ?		
0.	Was outgoing mail sorted correctly ?		

Trainee	Date	Attempts	Instructor's Signature

BEST COPY AVAILABLE

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL PROJECT

PERFORMANCE TEST

TASK:

Directions:

This test evaluates your ability to:

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Trainee	Date	Attempts	Instructor's Signature

TASK #12

PERFORMANCE TEST

TASK: Prepare outgoing mail

This checklist will be used by the JRE instructor to evaluate the participant during the vocational performance.

	YES	NO
1. Utilized comparative adjectives correctly?		
2. Utilized superlative adjectives correctly?		
3. Compared names and numbers accurately?		
4. Correctly identified any missing information?		

Trainee	Date	Attempts	Instructor's Signature

TASK # 13
REPRODUCE AND COLLATE DOCUMENTS

TASK #13

RELATED COMMUNICATIVE TASK: Ask for clarification, recognize symbols and follow written directions.

VOCATIONAL TASK: #13 Reproduce and collate documents.

PERFORMANCE OBJECTIVE Given 4 documents and a MITA DC 213 RE Copier with automatic stapler and collater, make 1 letter size (8 1/2x11) copy of document #1, 1 legal size (8 1/2x14) copy of document #2, 1 enlargement(1:1.21) of document #3, and 1 reduction (85%) of document #4. Collate and staple the four copies. A checklist will be used to rate your performance. All items must recieve a yes rating.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	SEE ATTACHMENT	COMMUNICATIVE SKILLS active: speaking passive: reading comprehension FUNCTIONS Seeking clarification Understanding directions	Yes/No questions Wh questions Imperatives

TOOLS AND MATERIALS

Mita DC 213 RE copier

BACKGROUND KNOWLEDGE

None required.

SAFETY

Do not service machine
No food or drinks
No staples on copier

ATTITUDES

Concentrate on proper sequence of operation.

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   - a. Facilitator demonstrates steps to turn on machine and make copies.
   - b. Practice activity sheet
   - c. Hands-on practice (individual) on MITA copier.
2. EVALUATION
   - a. Observation of participants operating copier.
3. RESOURCES
   - a. Information, activity, operation and job sheets.
   - b. Facilitator
   - c. Workbook for Applied Secretarial Procedures
   - d. Computers Today
   - e. Business Typing
   - f. Mita operation manual

J.R.E.

LEARNING STRATEGIES

a. Facilitator demonstrates how to seek clarification using Wh questions.
b. Participants complete activity sheet on on related language functions: Activity sheets #1, 2, 3, 4, and 5.

EVALUATION - Performance test

RESOURCES

a. Activity sheets
b. Facilitator
c. Real Life Employment Skills

TASK #13

INFORMATION SHEET #1

Copier information, features and special functions.

COPYING MACHINES

An enormous convenience for making a few exact, instant copies of all sorts of documents, copying machines range from large floor models, which can copy almost anything onto ordinary bond paper, to small desk-top models, which only copy black-and-white single sheets onto special coated paper. The electrostatic (Xerox and other brands) process will pick up most colors (except, usually, blue) and reproduce them in black and white.

On the large flat-bed machines the original is placed face-down over a window on the top of the machine. Not only single sheets, but bound books and other thick items can be duplicated. Before pressing the copy button, make sure that the copy counter is set for the number of copies you want, and that the proper length of paper (letter or legal size) is in the machine.

On rotary-fed machines the material to be copied must be thin, flat, and of standard size, as it is fed right through the machine. Be sure to insert the original straight, so it won't get jammed in the works.

The following illustration of the MITA copier identify the most important parts of the copier which you will be exposed to:

Sort bin: catches the copies as they come out of the copier. These copies may be in a single stack or multiple stacks.

Stapler: Copies may be stapled together as they come out. This is helpful when you are making a large amount of copies of a multiple page document. Avoids dashing back to your desk to staple pages together.

Main Switch: This switch turns the copier on or off.
On/Off switch

Grouping Key: Directs the copier to make a single stack of the copies or to sort each copy in a different stack.

Non-sort key Directs the copier to make only one stack of copies.

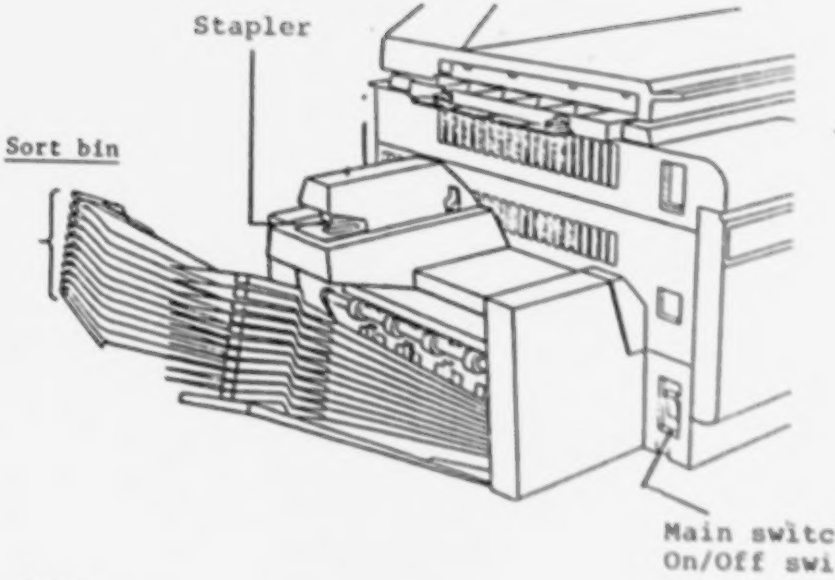
Interrupt Key: Directs the copier to stop making copies and to keep a count of the number of copies made. This allows someone making a large amount of copies to interrupt the copy sequence so that another worker may make one or two copies.

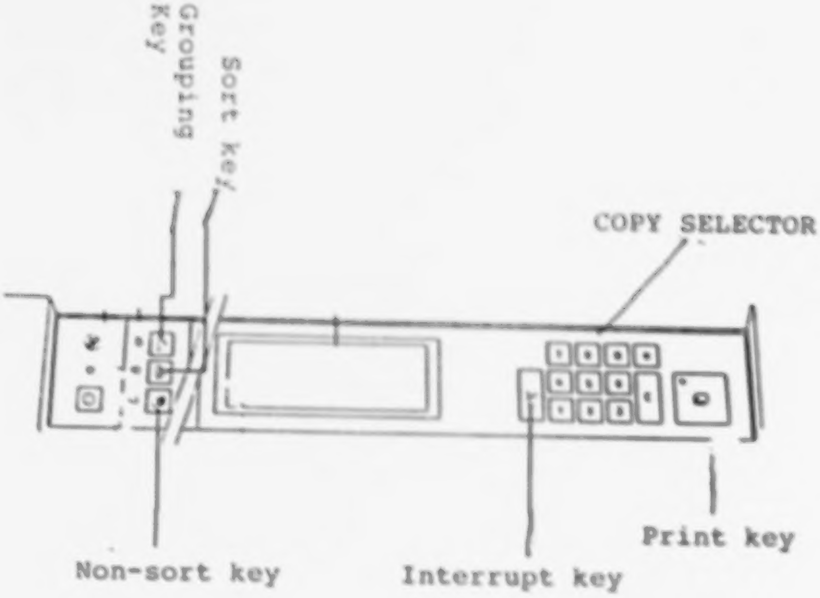
Copy Selector: Is used to select the number of copies from 1 to 99.

Print Key: Is pressed to initiate the copying.

TASK #13

INFORMATION SHEET: PARTS OF THE COPIER
#1 Page 2


Stapler
Sort bin
Main switch
On/Off switch


Grouping Key
Sort key
COPY SELECTOR
Non-sort key
Interrupt key
Print key

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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET#2
Page # 1

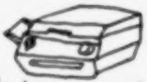
PHOTOCOPY MACHINES

* A xerox or photocopy machine is an almost indispensible office machine today, and everyone working in an office should know how to operate one. Secretaries in many companies no longer make carbon copies while they are typing their correspondence; they make xerox copies of their work after it is finished.

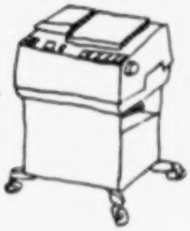
* The Xerox Corporation developed this kind of machine, and for several years, they produced the only machines of this kind. This explains why people so often use the words "xerox" and "xerox machine" to mean photocopy and photocopy machine.

* Nowadays many different companies manufacture photocopy machines, and so there are many different brand names or trademarks. Some common brands are Sharp, Savin, IBM, and Panasonic, but there are many more.

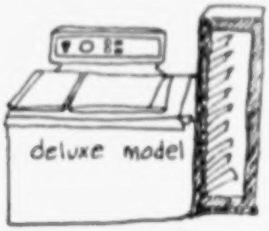
* Each company also has many different models or styles in their "line" of copiers. When a company has several different models of the same item, people say that that company "carries a line" of those products. The expression "top of the line" is used to describe the best and most expensive models. The photocopy machines which are the "top of the line" are large and complicated, and have many extra features, such as automatic feeders, automatic sorters, and reduction copying. The least expensive photocopy machines are simple and small, and companies advertise them as "desk top copiers".



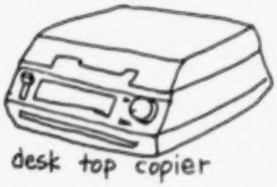
desk top copier



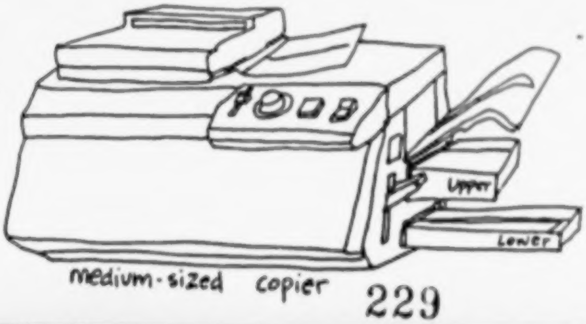
medium-sized copier



deluxe model



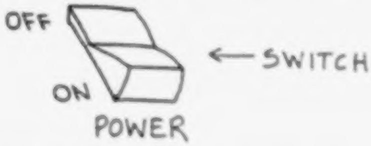
desk top copier



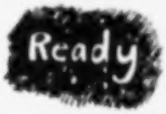
medium-sized copier

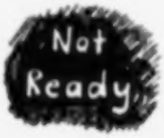
- Even though photocopy machines come in many different shapes, styles, and sizes, they all work in basically the same way. Here is a list of the usual steps used in operating a photocopy machine.

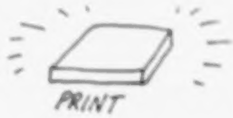
- To make a copy, you first must turn on the power or electricity by turning a switch to the ON position.



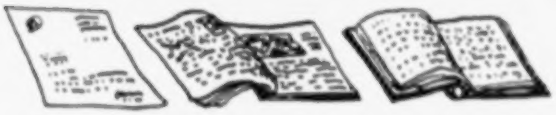
- When the machine has warmed up, an indicator light comes on which tells you that the machine is ready to print. Often it is the print button itself which lights up.



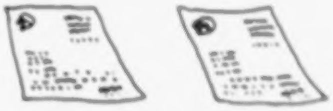




- You must place the original (which is what you want to make a copy of) face down on top of the glass at the top of the machine. This glass always is protected by a cover of some sort, so the first thing that you must do is to lift the cover, and then you can position your original on the glass.

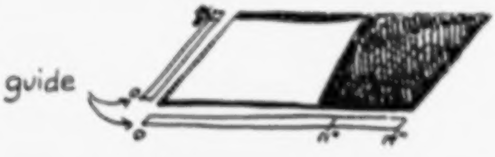


The original can be a single sheet of paper, or pages from a magazine or book

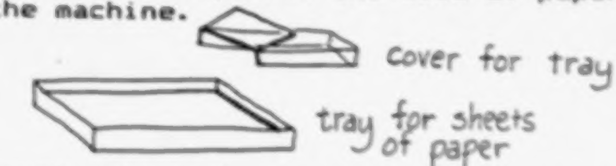


The copy is sometimes called a duplicate

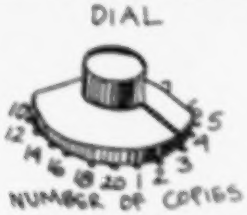
- There is a gauge or guide along the edges of the glass which helps you line up your original with the edges of the paper copy. Until you are familiar with a photocopy machine, you will have to rely on these marks to help you position your original so that it comes out in the correct place on the final copy.



- You also must decide on the size copy you wish to make. Almost all copy machines will accommodate regular (8 1/2 x 11) and legal size (8 1/2 x 14) sheets of paper. The paper is held in trays. Some machines hold two trays of paper (one regular, one legal) at a time, and you select your paper size by setting a lever to either tray. Other photocopy machines only hold one tray at a time, and you place the tray with the size of paper you want in the machine.


cover for tray
tray for sheets of paper

- Next you must select the quantity of copies you wish to make. Many photocopy machines have a dial for this, and you dial the number of copies you wish to make. Others use buttons and digital numbers. You punch in the number of copies you wish to make, and a digital read-out (lighted digital numbers) tells you how many copies you have selected. Some photocopy machines return to the one-copy setting automatically as they produce the copies. Others do not; they stay at the same quantity setting until it is changed. If your photocopy machine does not return to one by itself, then you should turn the quantity setting back to one when you are finished making your copies -- for the sake of the person who uses the machine after you.



- Set the light/dark lever to the desired shade. If you are making a copy of a very light original, then setting the lever to DARK can help you make clearer copies.

- Then, close the cover which protects the glass. Looking at the bright light of the machine when it is working is not good for your eyes.

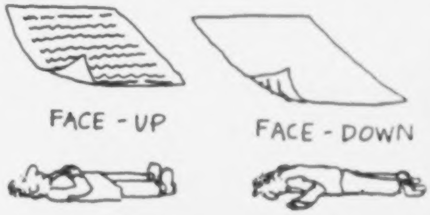
- Press the PRINT button. Some machines have two print buttons: one for lightweight paper, and one for heavier paper.

- When the machine has finished printing your copies, take them out of the tray, and don't forget to remove your original.

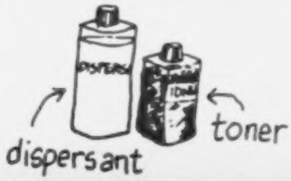
- Photocopy machines use a great deal of electricity when they are working, and so a machine is often very hot after it has finished making a lot of copies. For this reason, it is not a good idea to turn the machine off directly after you have finished making your copies. Inside the machine there is a fan to cool down the machine as it is working. If you leave the machine on for a little while after you have finished copying, the fan has a chance to cool down the machinery. Many copiers turn themselves off automatically when they have cooled down to a safe temperature.

- These are the basic steps in making a photocopy. Following are some additional suggestions ....

- Copying on both sides of the paper: many times, in order to save (conserve) paper, you will want to make copies on both sides of the sheets of paper. To do this, you must first make regular copies, and then you take those copies and load them back into the tray. On some copy machines, you load your first copies into the tray face-down and backwards, and on other machines, you load them face-up. Some "top of the line" copiers can make copies on both sides of a paper simultaneously, but usually you have to reload the first copies and run them through the machine again.

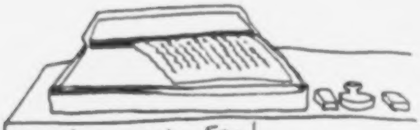


- There are three supplies which a photocopy machine needs in order to operate. When the machine runs out of one of these, the PRINT button usually will not operate. The first supply is paper, and the second and third are toner and dispersant (sometimes called developer). Directions for refilling toner and dispersant vary a good deal from machine to machine, so the steps will not be described here. The toner and dispersant are what provide the "ink" for a photocopy.

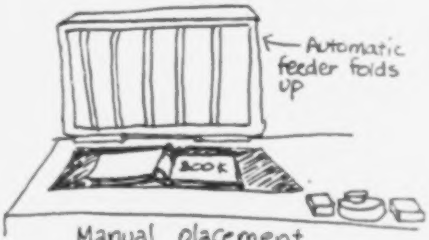


TASK # 13
INFORMATION SHEET
Page # 5

- Some photocopy machines have an automatic feed mechanism which allows you to make copies very quickly. You insert the originals into a slot and the machine takes them one by one when it is ready for them. This automatic feeder folds up and out of the way when you need to make copies from something bulky, like a book or a magazine.

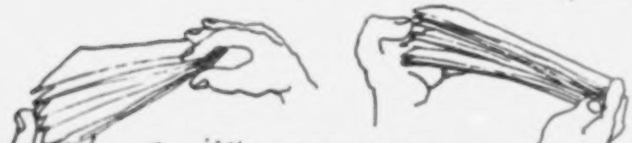


Automatic Feed
Insert paper face up

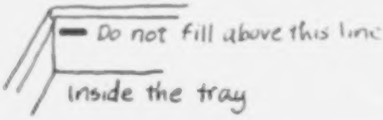


Manual placement
Place original face down

- The paper used in a photocopy machine is always held in a sort of covered tray or cassette. Putting new paper into these cassettes is called loading or refilling the trays. The paper which you use in photocopy machines is special paper, and you should never use typing or bond paper in a copy machine. Bond paper is treated with a chemical substance which can ruin the feeding process in a photocopy machine, and if you run out of copy paper and substitute regular paper once, you may create a lot of headaches for yourself later. So, the first thing you should do is to make sure that the paper you are going to use in the machine is made for this purpose. Then, select the appropriate amount of paper. The trays or cassettes will hold only a certain quantity of paper, and if you overfill them the mechanism which feeds the paper through the machine will not work properly. Most paper cassettes have a mark on the inside which indicates the level above which you should not fill the tray. Before you put the paper into the tray, you should fan or "riffle" the edge of the paper which will be fed first, in order to separate the sheets.



To riffle or separate the sheets of paper before filling the tray



- If a piece of paper does not pass smoothly through the machine, and gets caught or crumpled inside, the machine will stop, and the PRINT button will not operate until this paper is removed. At this time, a MISFEED light on the machine will come on. Look first in the paper cassette for the misfed sheet, and then open the machine and look inside. When you find it, remove it very carefully, and do not touch any of the parts on the inside of the machine. Even a fingerprint can damage the drum. After the misfed sheet has been removed, you can press the button called RESET, and the machine is ready to operate again. Do not press the RESET button without removing the misfed sheet, or you may ruin the machine.

Reset

- These three suggestions will help you prevent misfeeds: 1) Make sure to use copy paper with the correct specifications for your photocopy machine. 2) Load the paper properly into the cassettes. Do not load any wrinkled or torn sheets. 3) Do not overfill the paper cassettes.

- The instructions for using special features on your photocopy machine are always printed in the operating manual, and often also printed on the machine itself. Read and follow them carefully.

- Clean the glass on top of the photocopy machine frequently, and keep the cover over it when the machine is not in use. This will protect the glass surface from scratches, ink smudges, and fingerprints. Clean glass means sharp, neat copies.

Keeping the glass
clean helps ensure
clean copies

- Finally, photocopying machines are expensive, delicate machines. Treat them with care.

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TASK # 13

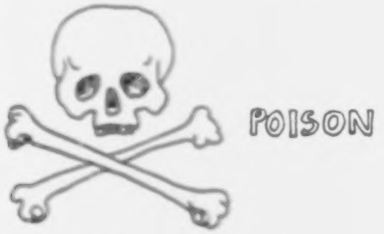
INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHANISMS.
Page 1

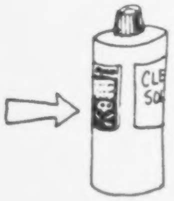
There are certain signs and symbols that we are used to in our everyday lives. Examples would be a green light to cross the street or a red light which means stop .

The following are some common signs, symbols and warning mechanisms that you will encounter in the work-site. These will serve as an introduction to the signs and symbols you will learn for the operation of the copier.

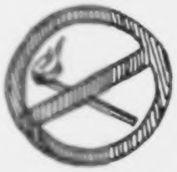
You may already know the majority of these symbols, certain of them you will find in the copier and the copier supplies. Example: the skull and crossbones is usually found on the toner bottles, You may also find the no smoking sign attached to the machine.

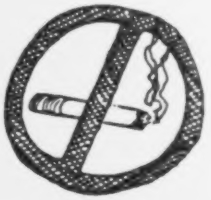
- Here are some examples of the written warnings which surround us:
- Written warnings, danger signs, and alarm signals are around us every day. These are meant to protect both people and objects, and it is important to understand what they mean and to pay attention to them.
- The most common general warnings are: CAUTION; BEWARE; DANGER; ALERT; WARNING; SAFETY; HOT; POISON.
- The universal symbol for poison is a skull and crossbones.





- The universal symbol for "Don't ..." or "No ..." is a circle with a line drawn through it. For example, this symbol over the picutre of a cigarette means "No Smoking", and over the picture of a lighted match means "No Open Flames".



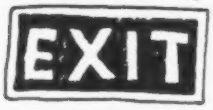


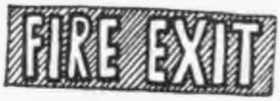
- The usual colors for danger or warning are red and yellow, so warning signs usually use these colors.

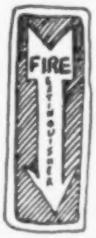
TASK # 13

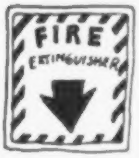
INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHANISMS
Page 2

** Exits should be identified with a clearly labeled sign which says: EXIT. You may also see these signs: NO EXIT (or NOT AN EXIT); FIRE DOOR; KEEP DOOR CLOSED; FIRE ESCAPE; FIRE ROUTE; EMERGENCY EXIT; SHELTER (EMERGENCY, FALL-OUT, AIR RAID, BOMB, STORM); NO ADMITTANCE; PRIVATE.









** Fire related warnings: COMBUSTIBLE; FLAMMABLE; DO NOT EXPOSE TO OPEN FLAME; NO SMOKING; NO SMOKING, MATCHES, OR OPEN FLAMES; THANK YOU FOR NOT SMOKING; FIRE EXTINGUISHER.

** Other warning signs you may see include: OUT-OF-ORDER; ELECTRIC CURRENT; EXPOSED WIRES; HIGH VOLTAGE; WATCH YOUR STEP; SLIPPERY FLOOR.

SLIPPERY
FLOORS

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TASK # 13
INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHNISMS

- SPOKEN COMMANDS AND WARNINGS

- The things that peole shout or say to alert other people to a danger are not the same things that are written or posted in signs. Here are some examples of the warnings people say rather than write:

  "Look out!" "Stand back!" "Stay away!" "Stay back!" "Stay out!" "Be careful!" "Watch out!" "Heads up!" "Look lively!" "Attention!" "Help!" "Watch yourself!" "Get out of here/there!" "Don't touch!" "Get out of the way!" "Let go of that!" "Drop that!" "Keep out!"

- WARNING MECHANISMS

- Mechanical alert systems warn us of a problem, an emergency, or a danger. Some of these are automatic -- for instance, many machines have buzzers or warning lights which flash or "go off" when the machine is not working properly, too hot, or out-of-order. At this point, the machine itself often shuts down, and cannot be turned back on until the problem is taken care of.

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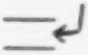
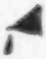
BILINGUAL VOCATIONAL TRAINING

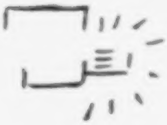
TASK # 13
INFORMATION SHEET: SIGNS, SYMBOLS AND WARNING MECHANISMS OF THE MITA COPIER.

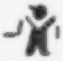
Page 4

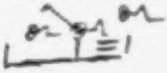
The MITA copier utilizes various symbols to advise the operator of any problems, or service needs the machine may have. The following are some of the more common ones you will see

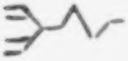

– Copy has been interrupted

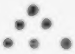

— Time for maintenance

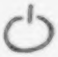

— Add paper


— Call serviceperson


— Remove paper from sorter


— Paper misfeed


— Replace Toner


– Wait until machine is warm

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BILINGUAL VOCATIONAL TRAINING

TASK #13

Information Sheet: Electronic Transmission of Documents
#3

Original documents can be sent electronically from one city, to another city, state, country or continent, through the use of facsimile or fax, machines.

Copies of printed documents can be sent from one word processing station to another. The advantage is that two offices can review the document, make necessary revisions and send the document electronically over the fax machine.

This process would take a few hours, where using, postal or delivery services would mean a delay of at least one day.

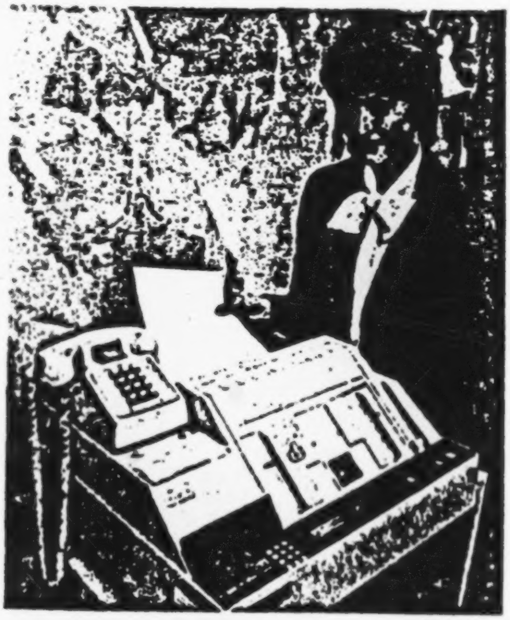

Figure 11-6 This tabletop digital facsimile machine can transmit high-resolution copies worldwide in as fast as 35 seconds. (Courtesy, Business Communications Products Division/3M)

Resource: Computers Today
Donald H. Sanders
McGraw Hill Book Co.

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BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET # 4

COPIER PARTS/COPYING INFORMATION

The following diagrams illustrate the copying sequence and different features of the MITA copier. I.

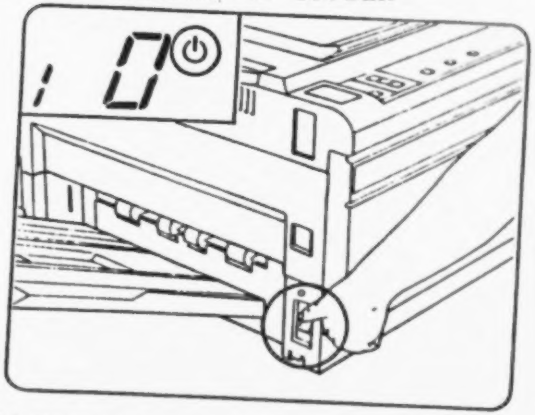
I. Warming up the copier
II. Setting exposure
III. Selecting cassette(for different size paper)
IV. Selecting copy size
V. Select # of copies
VI. Making copies
VII. The copying sequence

Copying

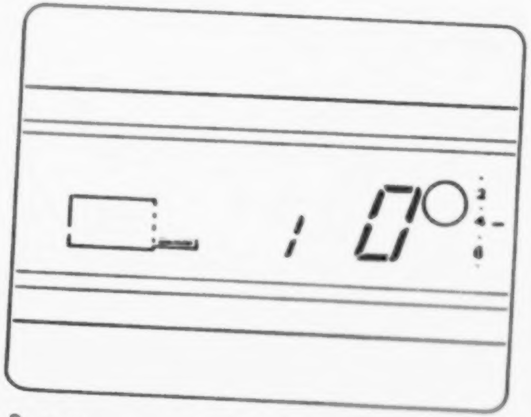
Reproduction

Usually a copier takes five minutes to warm up. One of the first things done as soon as the office is opened in the morning is to turn on the copier. To avoid delays never turn off the copier unless you are instructed. The copier is one of the last pieces of equipment turned off at the end of the work day.

I.. WARMING UP COPIER



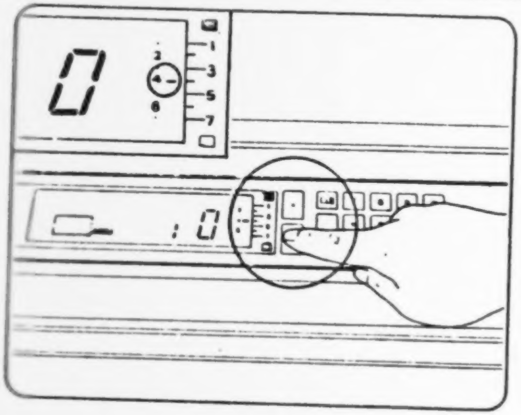
1. Turn on the main switch. The warm-up display (⏻) on the display lights up and the copier starts warming up.
 • While warm-up display (⏻) is lit, copying cannot be started.



2. After warm-up is completed, the warm-up display (⏻) goes off and the melody sounds.
 • Warm-up is completed within about 2.5 minutes

TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/ COPYING INFORMATION Page 2

II. SETTING EXPOSURE



- Press the exposure adjusting key (▲ or ▼) to adjust the exposure according to the quality and tone of the original.
  - When pressing the key (▲), the exposure indicator becomes smaller. (Copies become darker.) When pressing the key (▼), the indicator becomes larger. (Copies become lighter.) Ordinarily the indicator should be set at "4."

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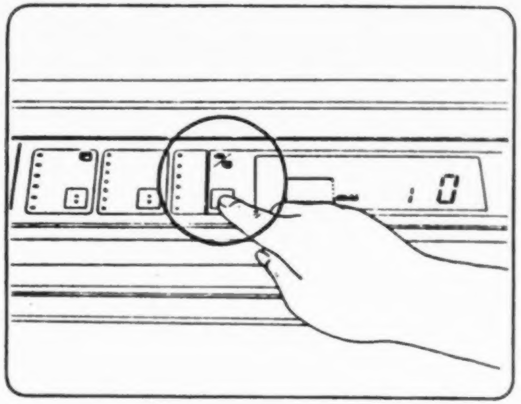
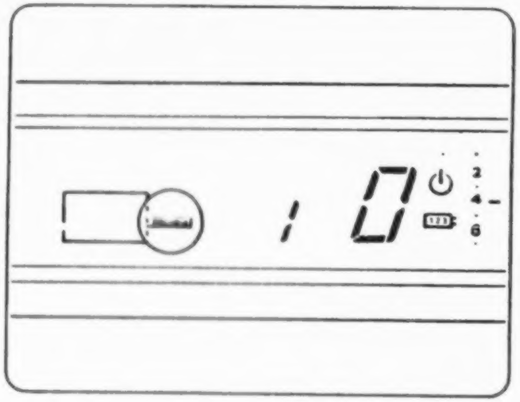
BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET #4
COPIER PARTS/ COPYING INFORMATION Page 3

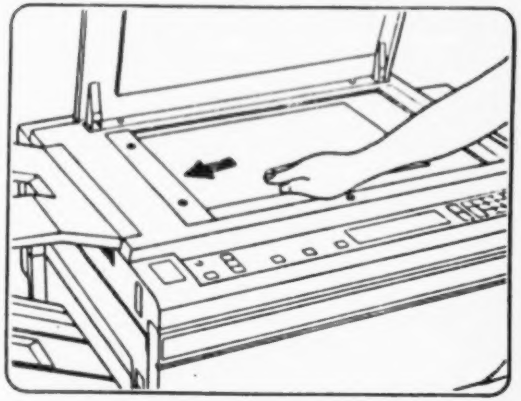
III. SELECTING CASSETTE



1. Press the cassette selection key to set the cassette size indicator (▷) to the size to be desired.
   - If the desired indicator (▷) does not light up, reset the cassette again, then set the indicator (▷).

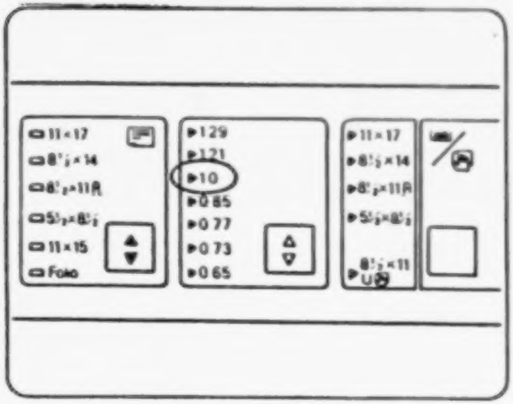


2. The position of the selected cassette is indicated by the cassette display (☰) on the display.
   - When the display (☰) blinks, load paper.



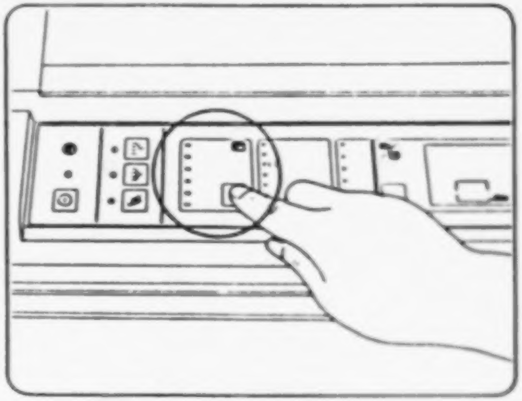
3. Open the original holder, and place an original on the contact glass face down while aligning it with the original indicator.

IV. SELECTING COPY SIZE

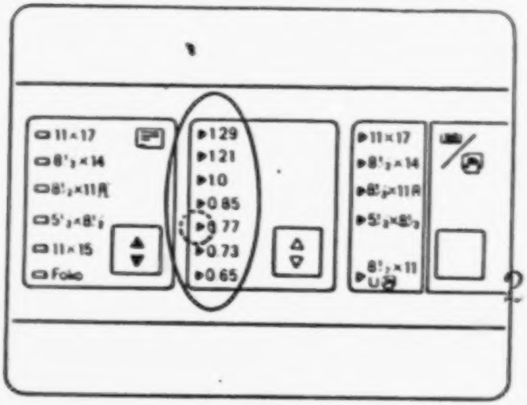

11×17
8½×14
8½×11R
5½×8½
11×15
Folio
▶1.29
▶1.21
▶1.0
▶0.85
▶0.77
▶0.73
▶0.65
▶11×17
▶8½×14
▶8½×11R
▶5½×8½
8½×11
▶U

4. (a) Same size copy
Check to see that the magnification indicator (▷) shows 1.0.

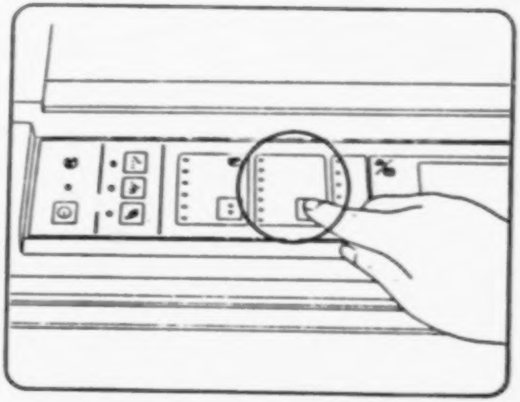
* If the indicator (▷) does not show 1.0, press the magnification key ([⇕]) to set it at 1.0.



(b) Reduced or enlarged size copy
Press the original size key (⇕) to set the original size indicator (▭) according to the original size to be used. (When setting the original size by the original size key, the magnification is automatically changed according to the selected paper size.)


11×17
8½×14
8½×11R
5½×8½
11×15
Folio
▶1.29
▶1.21
▶1.0
▶0.85
▶0.77
▶0.73
▶0.65
▶11×17
▶8½×14
▶8½×11R
▶5½×8½
8½×11
▶U

* Magnification is shown by the magnification indicator ([⇕]). When the paper size does not match the original size, the indicator (▷) blinks. (At this time, the magnification which is nearest to the paper size is selected.)



* To select the desired magnification size, press the magnification key (▷) so that the desired magnification is indicated on the magnification indicator.

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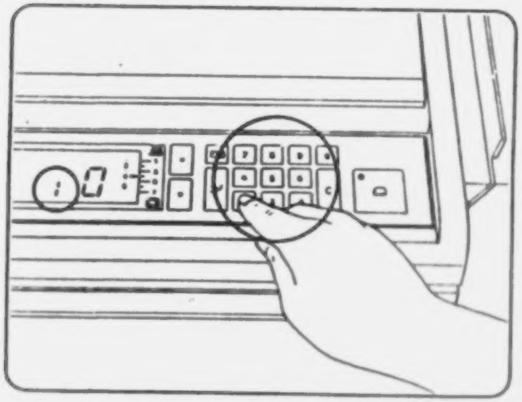
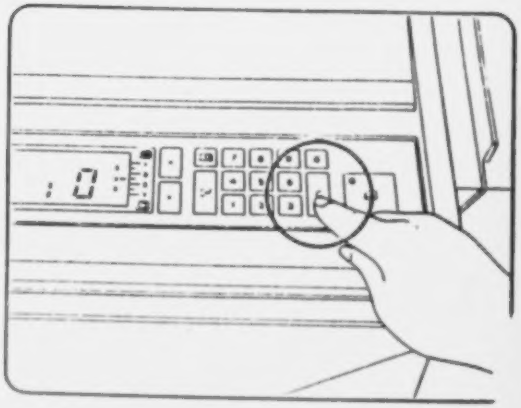
BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/ COPYING INFORMATION Page 5

V. SELECTING NUMBER OF COPIES



1. Set the number of copies desired by pressing one or two of the copy number set keys. Up to "99" can be set. The copy number is displayed on the copy number setter on the display.
   * Before setting number of copies, check to see that the copy number setter reads "1."



* If not, or when correcting the copy number, press the clear key

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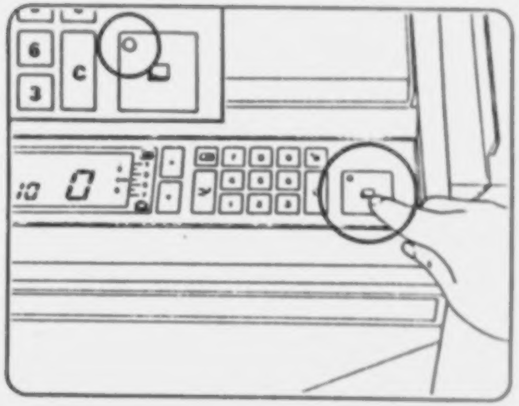
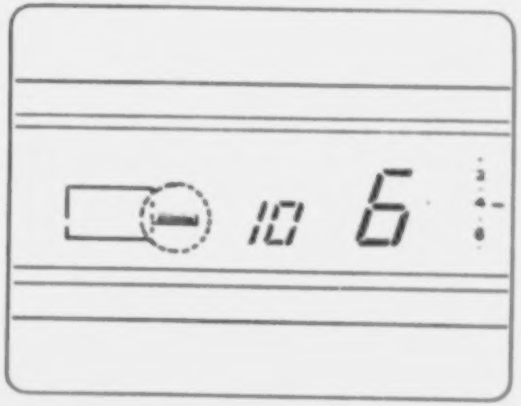
BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/COPYING INFORMATION Page 6

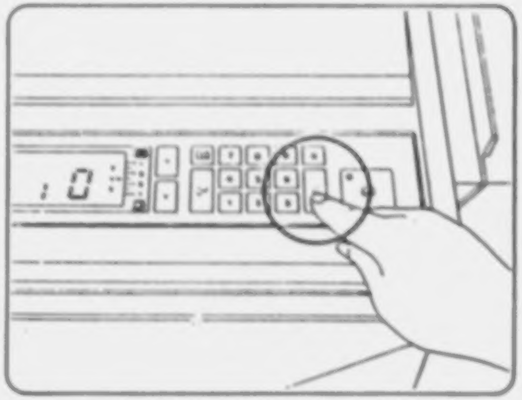
VI. MAKING COPIES



1. • Press the print key (☐) to start copying, and the preset number of copies are produced.
   * Before pressing the print key (☐), check to see that the print lamp lights up. (If not, copying cannot be started.)

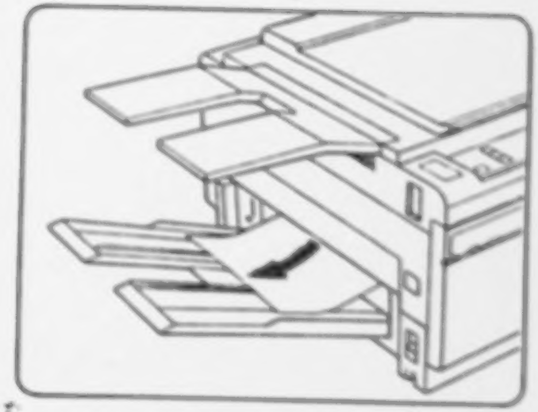


2. * When the cassette display (▬) blinks during copying, load copy paper.
   When detaching the cassette, the magnification is changed to same size. Select the desired magnification again.

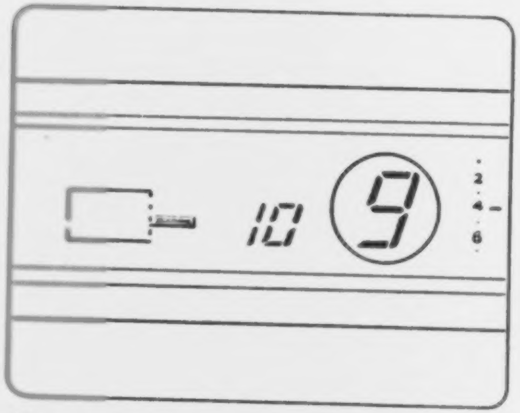


3. • To cancel multiple copying midway, press the clear key.

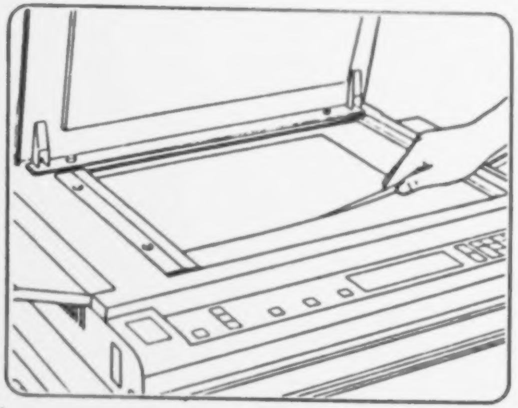
TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/COPYING INFORMATION Page 7



4. Preset number of copies come out onto the copy tray.
* The produced copy number is displayed on the copy counter on the display. (After completion of copying, the copy counter reverts to "0.")



5. After copying is completed, magnification automatically changes to same size copying (1.0) in 45 seconds, and the copy number setter reverts to "1." If, using another original, the same number of copies using the same magnification ratio is desired, simply place the next original on the contact glass and press the print key (◘) within 45 seconds.



6. If the original holder is not opened within 5 seconds after copying, the alarm sounds to warn you that an original has been left on the contact glass.
• After copying job is completely finished, press the preheat switch (◘).

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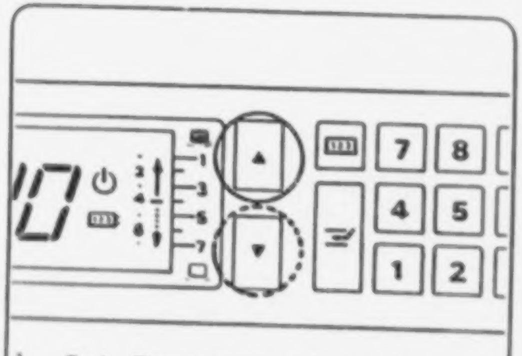
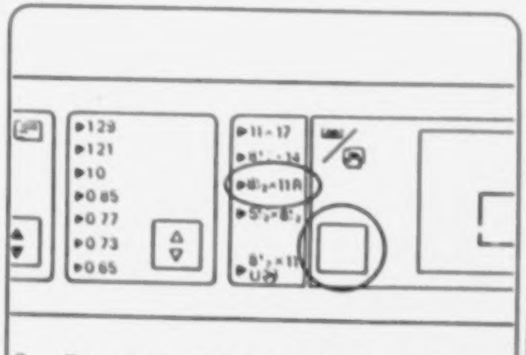
BILINGUAL VOCATIONAL TRAINING

TASK # 13
INFORMATION SHEET # 4
COPIER PARTS/COPYING INFORMATION

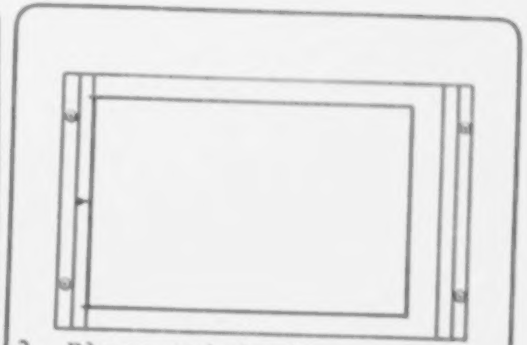
Ex.: To produce ten same-size copies from 8-1/2"x11" original.



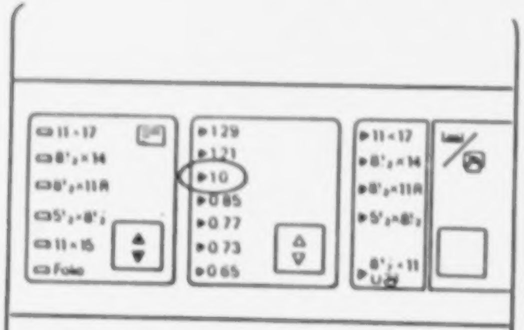
1. Set Exposure Adjusting Key


▶129
▶121
▶10
▶0.85
▶0.77
▶0.73
▶0.65
▶11×17
▶8½×11R

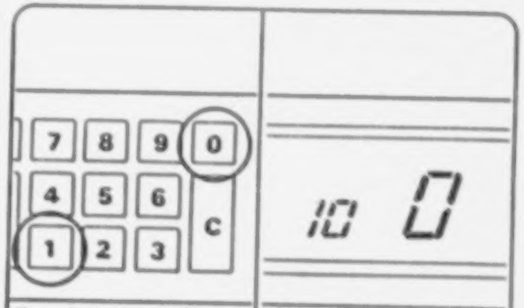
2. Press Cassette Selection Key



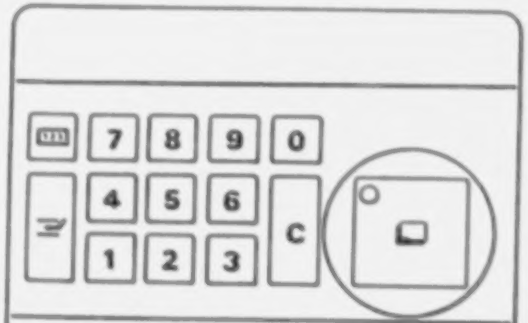
3. Place original


11×17
8½×14
8½×11R
5½×8½
11×15
Folio
▶129
▶121
▶10
▶0.85
▶0.77
▶0.73
▶0.65

4. Check Magnification


7
8
9
0
4
5
6
C
1
2
3
10
0

5. Set number of copies at "10".


7
8
9
0
4
5
6
C
1
2
3

6. Press Print Key

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BILINGUAL VOCATIONAL TRAINING

TASK #13

TECHNICAL TERMS

COPY RECEIVING TRAY:	Holds copies as they exit from the copier.
COVER:	Ensures proper contact of the original with the glass surface.
CASSETTE:	Holds the paper supply up to 250 sheets.
POWER SWITCH:	Flip this lever up to turn power ON.
FRONT PANEL:	Open to remove misfeed paper, or to add toner.
REDUCTION LAMP:	Indicates when the reduction key is pressed.
ENLARGE LAMP:	Indicates when the enlargement key if pressed.
TONER LAMP:	Indicates insufficient toner. Replenish toner.
PAPER LAMP:	Indicates out of paper condition. Load cassette with paper.
ALPHANUMERIC DISPLAY:	Displays the number of copies to be produced.
UPPER CASSETTE INDICATOR LAMP:	Indicates upper cassette has been selected.
NUMBER KEYS:	Used to enter the desired number of copies in multicopying.
CLEAR KEYS:	This key clears and cancels the multicopy setting, repeat, and pause functions.
EXPOSURE CONTROL LEVER:	Regulates the exposure. Moving the lever to darken copies, and moving to lighten copies.
REDUCTION KEYS:	Push key to obtain enlarged copies.
PAPER SIZE INDICATOR:	Indicates size of the selected paper.
CASSETTE SELECTOR KEY:	Used to select upper or lower cassette.
MAINTENANCE LAMP:	Contact you service department for maintenance.
MISFEED LAMP:	Flashes to indicate a paper misfeed in the copier. Remove the misfed paper.
PAUSE LAMP:	Indicates that the pause key has been activated.

TASK #13

TECHNICAL TERMS:

PAUSE KEY:	Used to temporarily interrup the multicopying cycle so that another original can be copied without waiting to complete the copies of the first original.
PRINT BUTTON:	The copier is ready for copying when this button is lit. Pressing the button causes the copier to start copying.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATINAL TRAINING

TASK # 13
ACTIVITY SHEET # 1 J.R.ESL

Communicative Task: Follow directions

Activity Sheet #1
Directions: Put these sentences in correct order, then instruct a partner in the use of the copier according to the order in which you have listed the sentences.

Close Cover
Place document face down on glass
Set paper size
Set copy size - reduction or enlargement
Turn on machine
Regulate tone
Open cover
Press print button
Set copy counter
Check paper tray.

1.________________________________ 2.______________________________
______________________3.___________________________4.____________
__________________________5._________________________6.__________
_______________________7._____________________8.________________
9.________________________________10.____________________________.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13

Communicative Task: Follow directions

Activity sheet # 1J.R.ESL

Directions: Put these sentences in correct order, then instruct a partner in the use of the copier according to the order in which you have listed the sentences.

Close Cover
Place document face down on glass
Set paper size
Set copy size - reduction or enlargement
Turn on machine
Regulate tone
Open cover
Press print button
Set copy counter
Check paper tray.

1. (turn on machine) 2. (place document face down
on glass) 3. (close cover) 4. (set page
size) 5. (set copy size) 6. (check
paper tray) 7. (regulate tone) 8. (set copy counter)
9. (press print button) 10. (open cover).

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13
ACTIVITY SHEET # 2 J.R.ESL
COMMUNICATIVE TASK: Follow written directions

Directions: Match the verbs in column A with the correct complements in column B to form correct sentences:

Column A

1. Turn on
2. Remove
3. Place
4. Open
5. Set
6. Check
7. Staple
8. Press
9. Set
10. Set

Column B

______collated copies
______print button
______copy counter
______enlarge or reduce
______document after copying
______paper size
______copier
______document face down
______paper tray
______cover

NAME________________________________ DATE__________________________

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13
ACTIVITY SHEET # 2 J.R.ESL
COMMUNICATIVE TASK: Follow written directions

Directions: Match the verbs in column A with the correct complements in column B to form correct sentences:

Column A

1. Turn on
2. Remove
3. Place
4. Open
5. Set
6. Check
7. Staple
8. Press
9. Set
10. Set

Column B

__7__ collated copies
__8__ print button
__5__ copy counter
__9__ enlarge or reduce
__2__ document after copying
__10__ paper size
__1__ copier
__3__ document face down
__6__ paper tray
__4__ cover

NAME ______________________ DATE ______________________

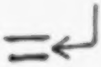
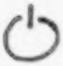
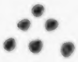
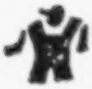
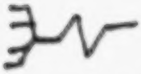
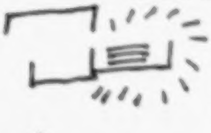
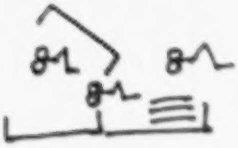
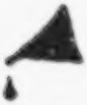
HACER INC / HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13

ACTIVITY SHEET # 3 J.R.ESL MITA COPIER SYMBOLS

COMMUNICATIVE TASK: Recognize symbols

DIRECTIONS: IDENTIFY THE FOLLOWING SYMBOLS BY MATCHING THE SYMBOLS WITH THE IMPERATIVES.

SYMBOLS		IMPERATIVE
	____________________	a. Replace toner.
	____________________	b. Time for maintenance.
	____________________	c. Paper misfeed.
	____________________	d. Add paper.
	____________________	e. Wait until machine is warm.
	____________________	f. Remove paper from sorter.
	____________________	g. Call serviceman.
	____________________	h. Interrup copying.

NAME______________________________ DATE________________________

HACER INC / HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

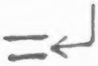
TASK # 13

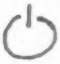
ACTIVITY SHEET # 3 J;R.ESL MITA COPIER SYMBOLS

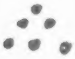
COMMUNICATIVE TASK: Recognize symbols

DIRECTIONS: IDENTIFY THE FOLLOWING SYMBOLS BY MATCHING THE SYMBOLS WITH THE IMPERATIVES.

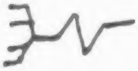
SYMBOLS

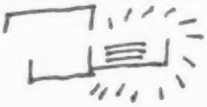

(h)

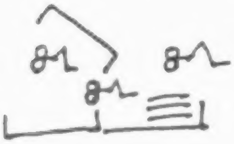

(e)


(a)

(G)


(c)


(d)


(F)

(b)

IMPERATIVE

a. Replace toner.

b. Time for maintenance.

c. Paper misfeed.

d. Add paper.

e. Wait until machine is warm.

f. Remove paper from sorter.

g. Call serviceman.

h. Interrup copying.

NAME____________________ DATE____________________

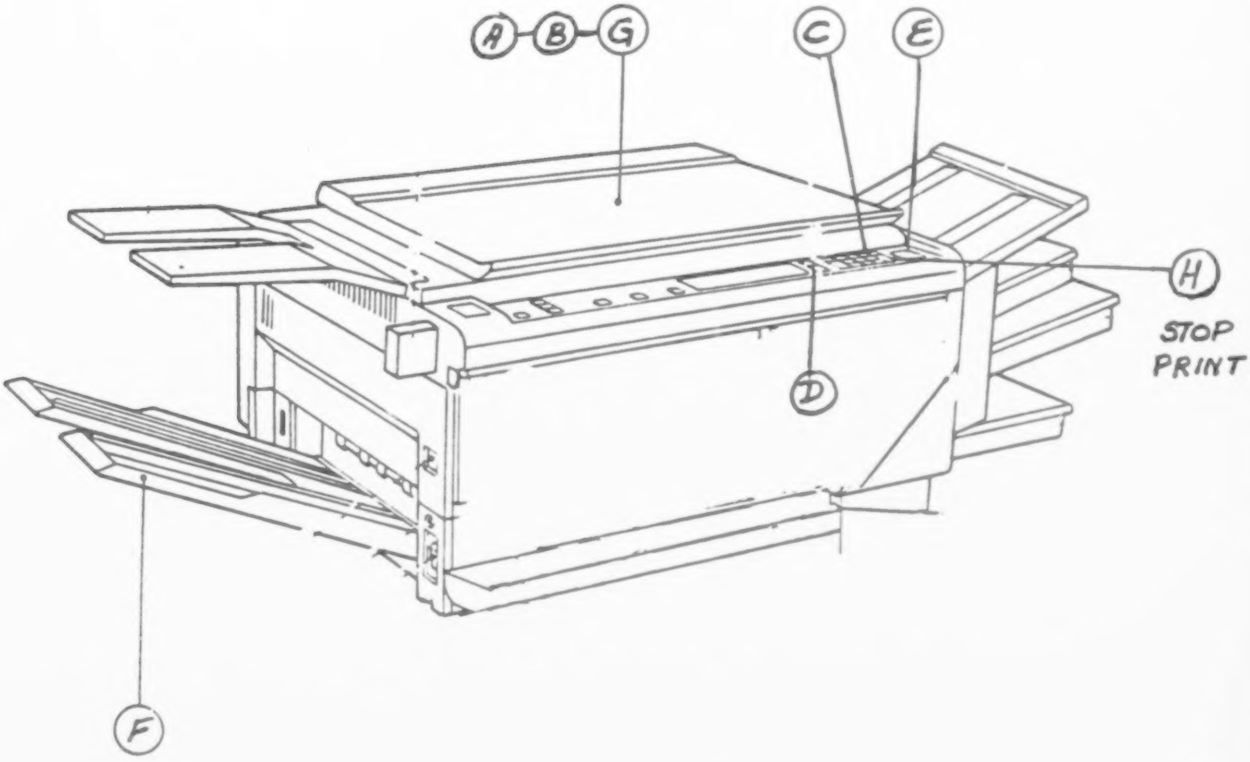
HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Reading a diagram, following written directions, completing written directions.

DIRECTIONS: Refer to information and operation sheets on MITA to fill in these answers.



Write the letter of the correct answer.

a. Which part of the diagram is NOT mentioned in the instructions?	H
b. How can you make copies lighter or darker?	D
c. What step tells you how to place the original on the machine?	B
d. Which button sets the machine in motion?	E
e. To make more than one copy, which step should you follow?	C

Copying Instructions

A Lift cover.
B Place original face down and close cover.
C Set # of copies
D Set exposure adjusting key
E Press START PRINT.
F Look for copies in tray.
G Lift cover and remove original.

NAME______________________ DATE______________

RESOURCE: Real Life Employment Skills
Handel & Angeles Publisher
Scholastic Book Services

NAME______________________ DATE______________

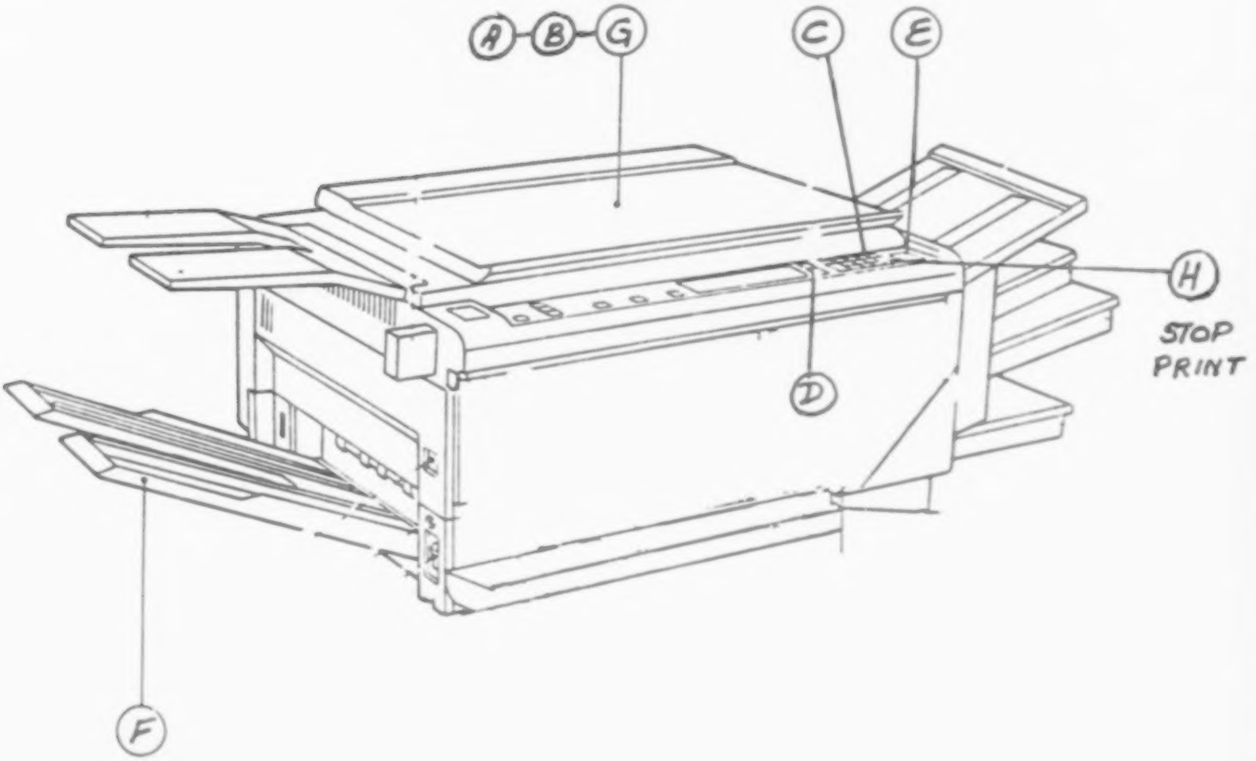
HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

ACTIVITY SHEET #4 J.R.ESL

COMMUNICATIVE TASK: Reading a diagram, following written directions, completing written directions.

DIRECTIONS: Refer to information and operation sheets on MITA to fill in these answers.



Write the letter of the correct answer.

a. Which part of the diagram is NOT mentioned in the instructions? ______

b. How can you make copies lighter or darker? ______

c. What step tells you how to place the original on the machine? ______

d. Which button sets the machine in motion? ______

e. To make more than one copy, which step should you follow? ______

Copying Instructions

A	Lift cover.
B	Place original face down and close cover.
C	Set # of copies
D	Set exposure adjusting key
E	Press START PRINT.
F	Look for copies in tray.
G	Lift cover and remove original.

NAME______________________ DATE______________

RESOURCE: Real Life Employment Skills
Handel & Angeles Publisher
Scholastic Book Services

NAME______________________ DATE______________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

ACTIVITY SHEET # 5 J.R.ESL

COMMUNICATIVE TASK: Reading diagrams, following written directions, completing directions, identify verbs.

DIRECTIONS:

A. This diagrams comes with an incomplete set of instructions. Complete each step. You may refer to the operation and information sheets on the MITA copies.

B. Underline all verbs in the operating instructions.

Operating Instructions for Copying Machine

a. Press button marked POWER ON.

b. Lift COVER

c. Place original FACE DOWN

d. Set the EXPOSURE to the desired darkness

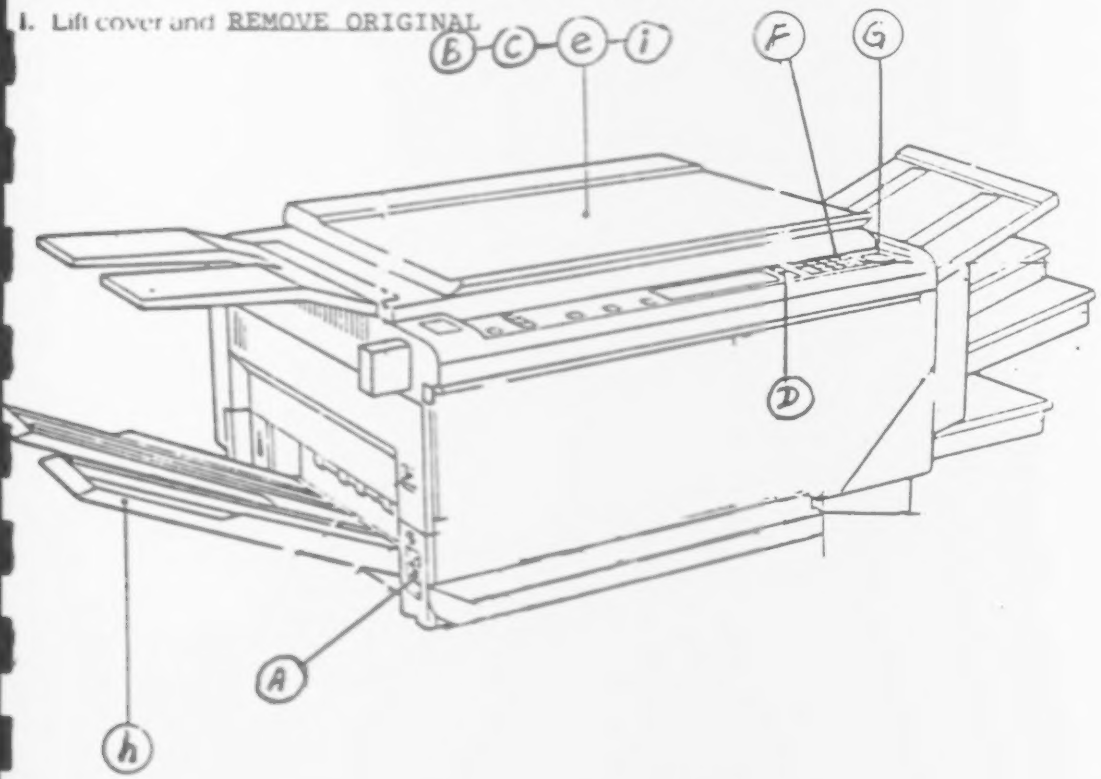
e. Close COVER

f. To make more than one copy, COPY SELECTOR TO THE DESIRED NUMBER OF COPIES.

g. Press PRINT button

h. Get copy or copies from ORIGINAL TRAY OR SORT BIN.

i. Lift cover and REMOVE ORIGINAL



NAME________________ DATE________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

ACTIVITY SHEET # 5 J.R.ESL

COMMUNICATIVE TASK: Reading diagrams, following written directions, completing directions, identify verbs.

DIRECTIONS: A. This diagrams comes with an incomplete set of instructions. Complete each step. You may refer to the operation and information sheets on the MITA copies.
B. Underline all verbs in the operating instructions

Operating Instructions for Copying Machine

a. Press button marked POWER ON.

b. Lift ______________.

c. Place original ______________________________________.

d. Set the ____________________ to the desired darkness.

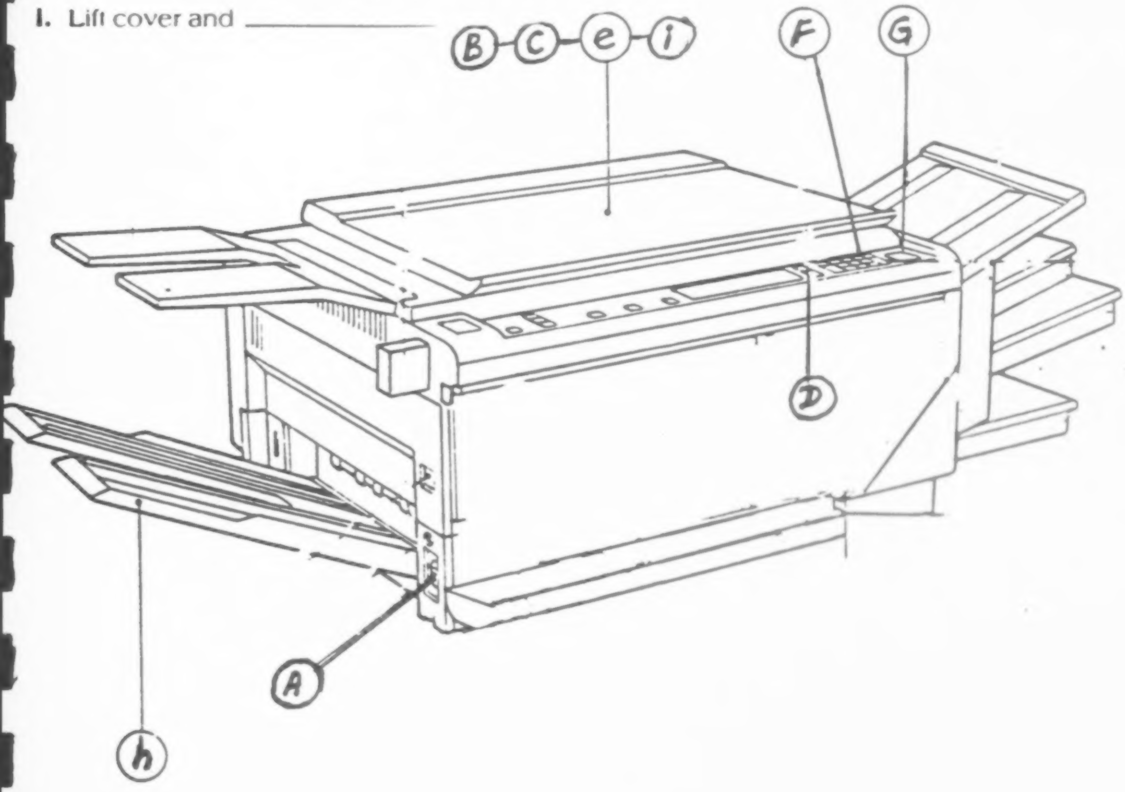
e. Close ______________.

f. To make more than one copy, ______________________________
____.

g. Press ______________ button.

h. Get copy or copies from ______________.

i. Lift cover and ______________



NAME______________________________ DATE________________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13

ACTIVITY SHEET VOCATIONAL

DIRECTIONS: USE THE FOLLOWING LIST OF COPIER TERMS TO IDENTIFY THE PARTS OF THE COPIER. PLACE THE NUMBER OF THE PART OF THE COPIES NEXT TO THE TERM.

SORT BIN ____________

STAPLER ____________

MAIN SWITCH ____________

NON-SORT KEY ____________

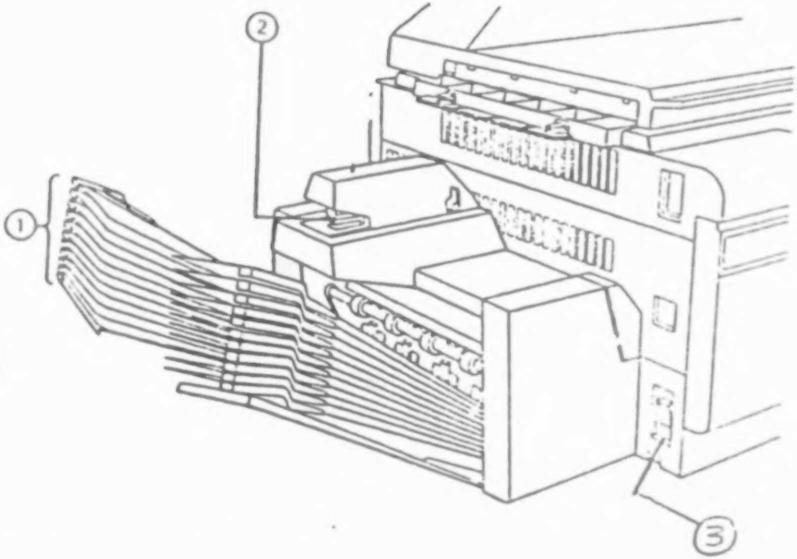
GROUPING KEY ____________

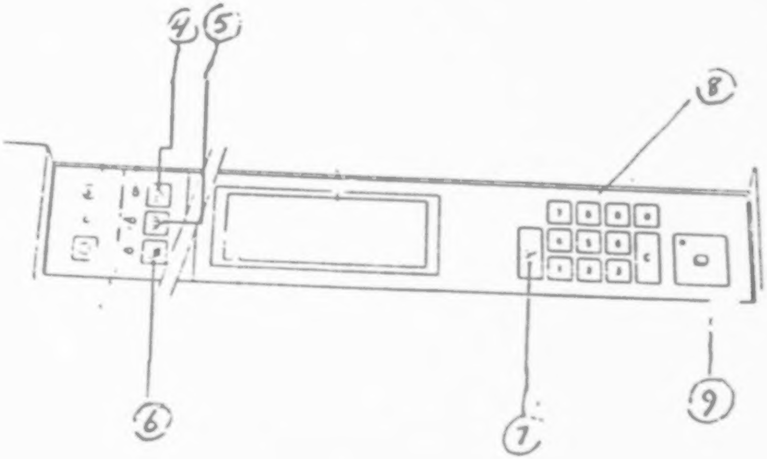
SORT KEY ____________

INTERRUPT KEY ____________

PRINT KEY ____________

COPY NUMBER SET KEYS ____





NAME________________________________ DATE________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13

ACTIVITY SHEET VOCATIONAL

DIRECTIONS: USE THE FOLLOWING LIST OF COPIER TERMS TO IDENTIFY THE PARTS OF THE COPIER. PLACE THE NUMBER OF THE PART OF THE COPIES NEXT TO THE TERM.

SORT BIN 1

STAPLER 2

MAIN SWITCH 3

NON-SORT KEY 6

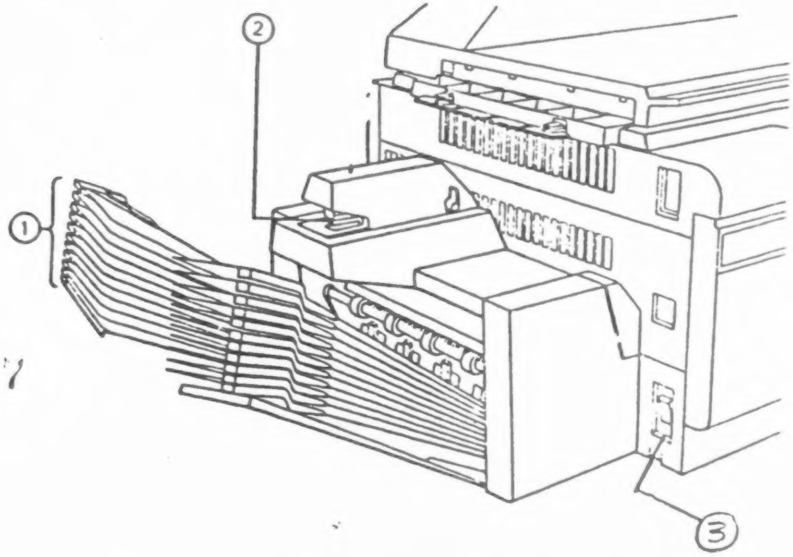
GROUPING KEY 4

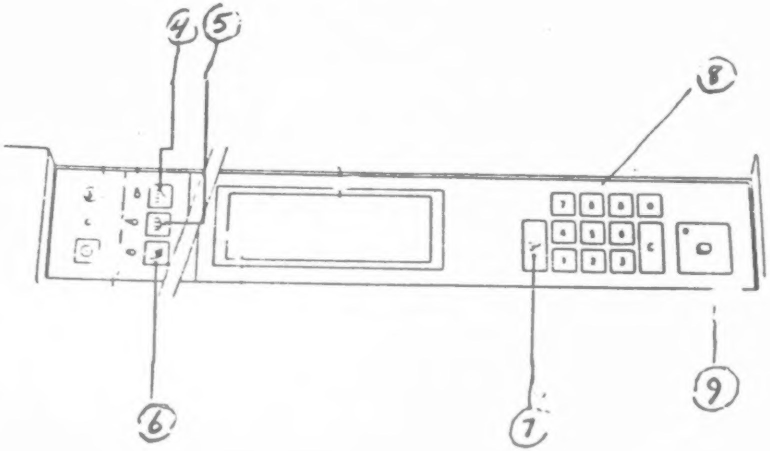
SORT KEY 5

INTERRUPT KEY 7

PRINT KEY 9

COPY NUMBER SET KEYS 8





NAME

DATE

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

ATTACHMENT
STEPS AND TECHNICAL KNOWLEDGE

II. Procedure

How to reproduce and collate documents

1. Switch machine on.
2. Open cover.
3. Check paper tray.
4. Place document #4 face down.
5. Close cover.
6. Regulate tone.
7. Set copier to collate(Press sort key once)
8. Set copy counter to 1.
9. Set paper size to (8 1/2 x 11).
10. Set copier to reduce (85%).
11. Press print button.
12. Open cover.
13. Remove document #4.
14. Place document #3 face down.
15. Close cover.
16. Set copier to enlarge (1:1.21).
17. Press print button.
18. Open cover.
19. Remove document #3.

ATTACHMENT
Page 2

STEPS AND TECHNICAL KNOWLEDGE

20. Place document #2 face down.

21. Close cover.

22. Set paper size to (8 1/2 x 14).

23. Press print button.

24. Open cover.

25. Remove document #2.

26. Place document #1 face down.

27. Close cover.

28. Set paper size to (8 1/2 x 11).

29. Press print button.

30. Open cover.

31. Remove document #1.

32. Remove copies from tray.

33. Staple copies.

TASK #13

OPERATION SHEET:

OPERATION: REPRODUCE AND COLLATE DOCUMENTS

I. Materials

1. MITA DE.213 RE Copier.
2. Four documents.

II. Procedure

How to reproduce documents:

1. Switch machine on.
2. Open cover.
3. Check paper tray.
4. Place document #4 face down.
5. Close cover.
6. Regulate tone.
7. Set copier to collate(Press sort key once)
8. Set copy counter to 1.
9. Set paper size to (8 1/2 x 11).
10. Set copier to reduce (85%).
11. Press print button.
12. Open cover.
13. Remove document #4.
14. Place document #3 face down.
15. Close cover.
16. Set copier to enlarge (1:1.21).
17. Press print button.
18. Open cover.
19. Remove document #3.

OPERATION SHEET

OPERATION: REPRODUCE DOCUMENTS

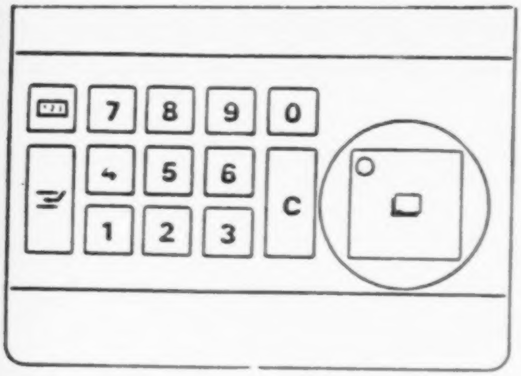
20. Place document #2 face down.
21. Close cover.
22. Set paper size to (8 1/2 x 14).
23. Press print button.
24. Open cover.
25. Remove document #2.
26. Place document #1 face down.
27. Close cover.
28. Set paper size to (8 1/2 x 11).
29. Press print button.
30. Open cover.
31. Remove document #1.
32. Remove copies from tray.
33. Staple copies.

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

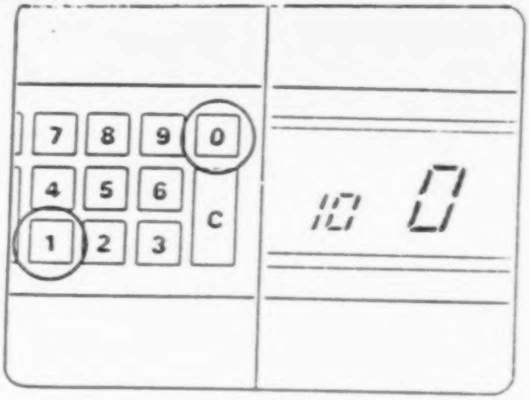
TASK #13

WRITTEN EVALUATION: ORDER OF COPYING VOCATIONAL

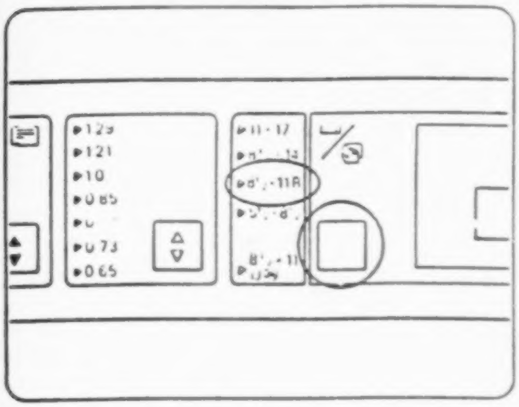
DIRECTIONS: The following diagrams show the steps of the copying procedures. These steps are not in operative order. Arrange the steps in correct order by placing the correct number next to the instruction.



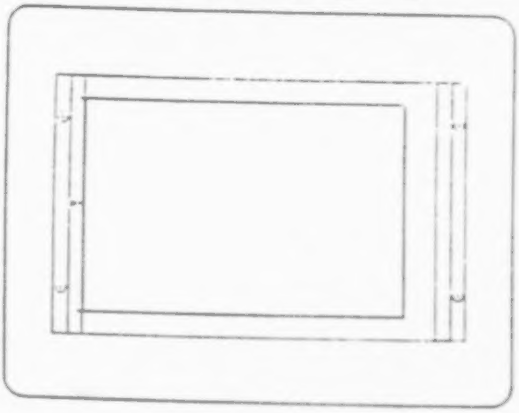
Press print key ______



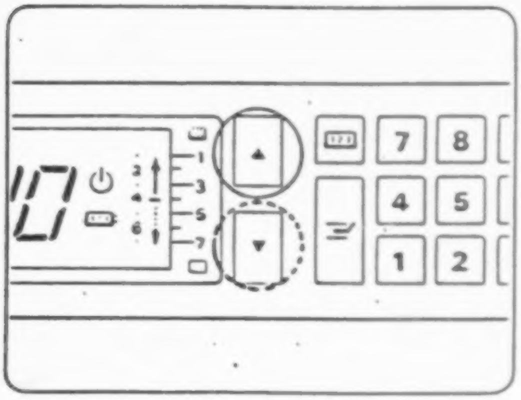
Set number of copies at "10" ______



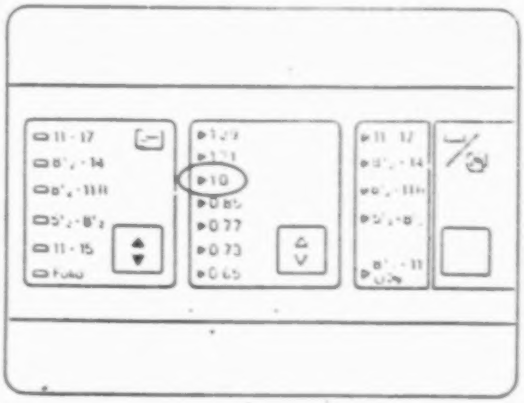
Press cassette selection key ______



Place an original ______



Set exposure adjusting key ______



Check magnification ______

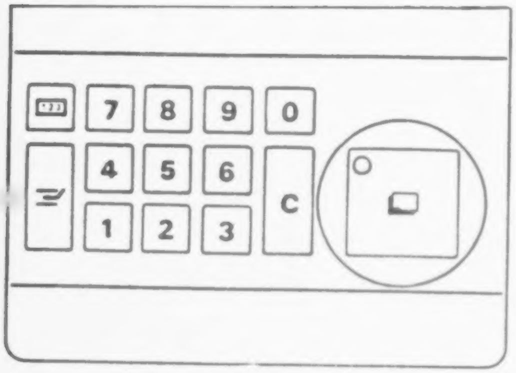
NAME______________________ DATE______________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

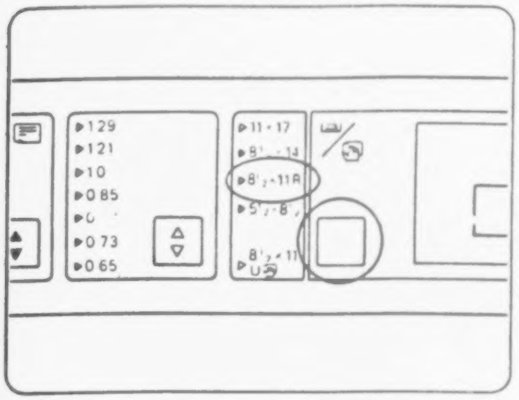
TASK #13

WRITTEN EVALUATION: ORDER OF COPYING VOCATIONAL

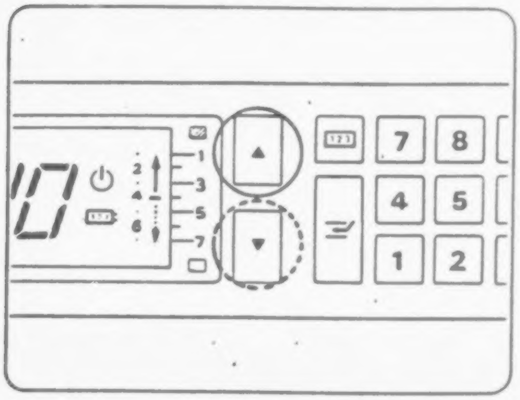
DIRECTIONS: The following diagrams show the steps of the copying procedures. These steps are not in operative order. Arrange the steps in correct order by placing the correct number next to the instruction.


7
8
9
0
4
5
6
C
1
2
3

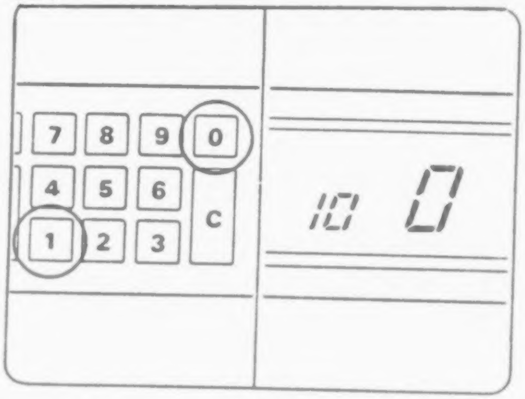
Press print key. (6)


▶129
▶121
▶10
▶0.85
▶0.73
▶0.65
▶11 × 17
▶8½ × 11R
▶5½ × 8½
8½ × 11

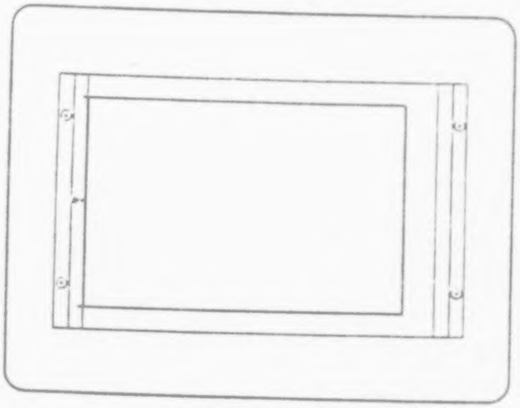
Press cassette selection key (2)


1
3
5
7
7
8
4
5
1
2

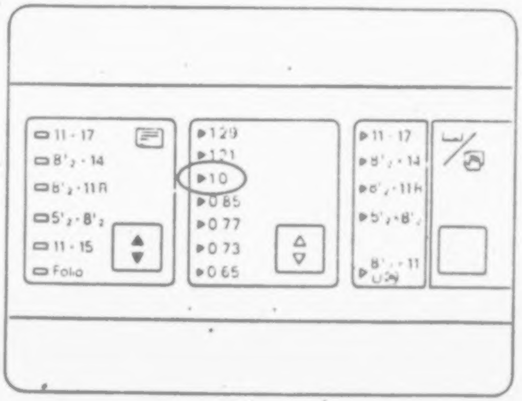
Set exposure adjusting key (1)


7
8
9
0
4
5
6
C
1
2
3
10
0

Set number of copies at "10" (5)



Place an original (3)


11 - 17
8½ - 14
8½ - 11R
5½ - 8½
11 - 15
Folio
▶129
▶121
▶10
▶0.85
▶0.77
▶0.73
▶0.65
▶11 - 17
▶8½ - 14
▶8½ - 11R
▶5½ - 8½
8½ - 11

Check magnification (4)

NAME______________________ DATE______________________

TASK #13

JOB SHEET: REPRODUCE DOCUMENTS
PRACTICE

DIRECTIONS: USING MITA DC 213RE COPIER, REPRODUCE THE FOUR ATTACHED DOCUMENTS.

I. MATERIALS

a. MITA DC 213 RE copier.
b. Four (4) documents.

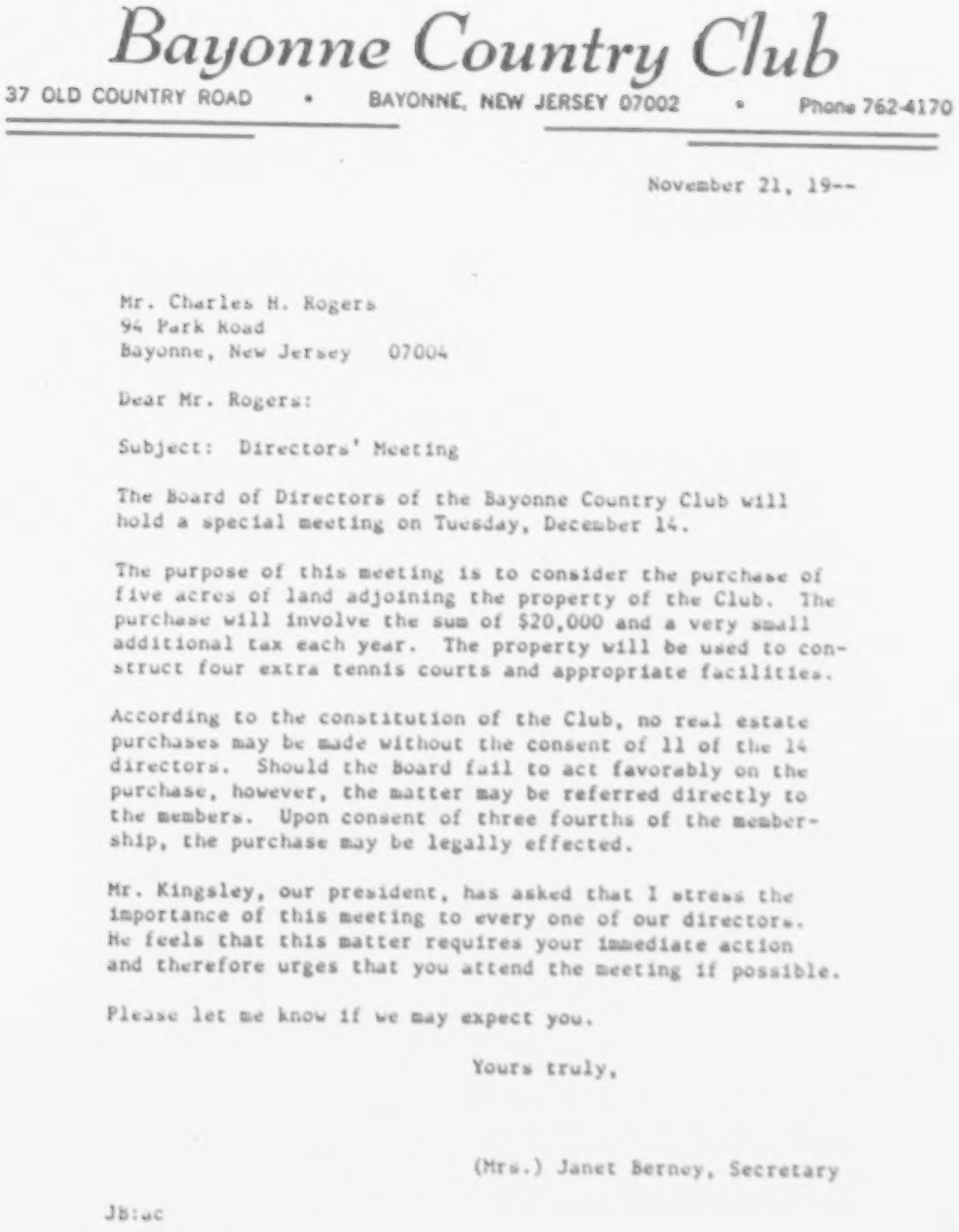
II. PROCEDURE *

1. Turn on machine.
2. Place originals in place and close cover.
3. Press "Print Key".
4. Place next original and close cover.
5. Press "Print Key" (use special function if necessary).

*See operation sheet "How to reproduce documents".

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13
JOB SHEET
PRACTICE
DOCUMENT #1



Bayonne Country Club

37 OLD COUNTRY ROAD • BAYONNE, NEW JERSEY 07002 • Phone 762-4170

November 21, 19--

Mr. Charles H. Rogers
94 Park Road
Bayonne, New Jersey 07004

Dear Mr. Rogers:

Subject: Directors' Meeting

The Board of Directors of the Bayonne Country Club will hold a special meeting on Tuesday, December 14.

The purpose of this meeting is to consider the purchase of five acres of land adjoining the property of the Club. The purchase will involve the sum of $20,000 and a very small additional tax each year. The property will be used to construct four extra tennis courts and appropriate facilities.

According to the constitution of the Club, no real estate purchases may be made without the consent of 11 of the 14 directors. Should the Board fail to act favorably on the purchase, however, the matter may be referred directly to the members. Upon consent of three fourths of the membership, the purchase may be legally effected.

Mr. Kingsley, our president, has asked that I stress the importance of this meeting to every one of our directors. He feels that this matter requires your immediate action and therefore urges that you attend the meeting if possible.

Please let me know if we may expect you.

Yours truly,

(Mrs.) Janet Berney, Secretary

JB:ac

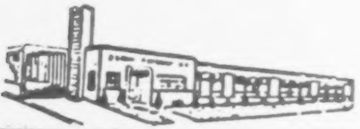
RESOURCES. Business Typing
Monarch Press

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

JOB SHEET
PRACTICE
DOCUMENT #2

Barrett
Furniture
Company



4709 East 13th Avenue
Detroit, Michigan 48200
Phone 476-1080

May 12, 19--.

Martin Manufacturing Company,
15 South Wabash Avenue,
Chicago, Illinois   60614.

Attention: Mr. George W. Reynolds.

Gentlemen:

Does your filing system ever go on strike? Does it ever refuse to give up instantly the information that you know it holds?

Unless all your filing devices minimize the moves necessary in the transaction and recording of business, they make you the victim and not the master of details. Your valuable papers and records must not only be safe, but must be available to facilitate and accelerate the dispatch of business.

Our cabinets are built for use. You select and arrange a cabinet to suit your requirements and don't have to adjust your requirements to suit the cabinet.

Why not call us for complete information.

Yours very truly,

BARRETT FURNITURE COMPANY,

J. C. Barrett, President.

JCB:AR

RESOURCE: Business Typing
Monarch Press

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13
JOB SHEET
PRACTICE
DOCUMENT # 3

March 2, 19--

Mr. Alfred H. Gable
Personnel Manager
G B C Sales & Service, Inc.
10 Newbury Street
Syracuse, New York 13219

Dear Mr. Gable:

Thank you for your letter of February 27. I am very sorry to have to tell you that the men whom you wish to see in our factory will be attending a convention in Chicago on April 14.

Also, we are making improvements in the factory that we would like very much to have you and your associates see.

Would it be convenient for all of you to come sometime in May? If you can change your plans so that you and your men will arrive at our factory early in May, we shall be glad to make our plans accordingly.

We are looking forward with pleasure to your visit.

Cordially yours,

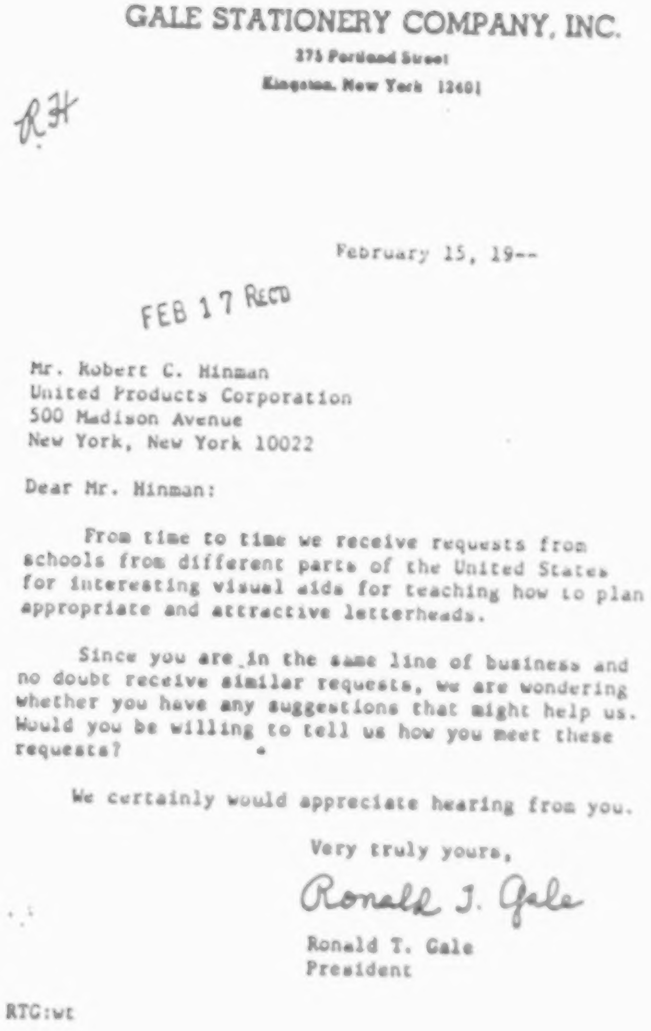
Robert C. Hinman
Branch Manager

RCH:ab

Resource: Applied Secretarial Procedures
Gregg/ McGraw Hill

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 13
JOB SHEET
PRACTICE
DOCUMENT #4



GALE STATIONERY COMPANY, INC.
275 Portland Street
Kingston, New York 12401

RH

February 15, 19--

FEB 17 Rec'd

Mr. Robert C. Hinman
United Products Corporation
500 Madison Avenue
New York, New York 10022

Dear Mr. Hinman:

From time to time we receive requests from schools from different parts of the United States for interesting visual aids for teaching how to plan appropriate and attractive letterheads.

Since you are in the same line of business and no doubt receive similar requests, we are wondering whether you have any suggestions that might help us. Would you be willing to tell us how you meet these requests?

We certainly would appreciate hearing from you.

Very truly yours,

Ronald T. Gale

Ronald T. Gale
President

RTG:wt

Resource: Applied Secretarial Procedures
Gregg / McGraw Hill

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

JOB SHEET: REPRODUCE DOCUMENTS
EVALUATION

DIRECTIONS: USING MITA DC 213RE COPIER, REPRODUCE THE FOUR ATTACHED DOCUMENTS.

I. MATERIALS

a. MITA DC 213 RE copier.
b. Four (4) documents.

II. PROCEDURE *

1. Turn on machine.
2. Place originals in place and close cover.
3. Press "Print Key".
4. Place next original and close cover.
5. Press "Print Key" (use special function if necessary).

*See operation sheet "How to reproduce documents".

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #1

March 8, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, N.Y. 10022

Dear Mr. McDonald:

This is just a note of thanks and appreciation for the fine talk you gave to our senior students on "Putting Your Best Foot Forward."

I have had numerous comments from our seniors telling me how important your thoughts were to them. They even made the suggestion that it would be an excellent topic to be presented by you to subsequent senior students.

You can be sure that we will be contacting you next year.

Sincerely yours,

David Podgolsky

David Podgolsky
President

DP/lr

SOURCE: Workbook for Applied Secretarial Procedures, Fries, Rowe, Travis, Blockhaus. Gregg Division/ McGraw Hill Book Co.

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #2

457 White Horse Boulevard
New Milford, Conn. 06776
March 5, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, N.Y. 10022

Dear Mr. McDonald:

Enclosed is a résumé that I should like to have attached to my application, which was placed on file with your company on August 25 of last year.

Since that time, I took your advice and enrolled in 15 hours of advanced accounting and computer work, as you will see on the summary enclosed.

I should appreciate it if you would reevaluate my application in the light of this advanced study. Should you have a vacancy in your accounting department, I should appreciate your consideration.

Sincerely yours,

B. J. Willis

Miss B. J. Willis

Enclosures (2)

SOURCE: Workbook for Applied Secretarial Procedures, Fries, Rowe, Travis, Blockhaus. Gregg Division/ McGraw Hill Book Co.

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #3

4891 Montauk Avenue
Rochester, New York 14618
March 6, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, New York 10022

Dear Mr. McDonald:

I am interested in joining the sales staff of your organization. Ronald Mahoney, a good friend of mine and a member of your executive team, has been telling me for several years about United Products.

Enclosed is a résumé that you may be interested in.

I should appreciate hearing from you as to the possibility of a vacancy.

Thank you for your consideration.

Sincerely,

Richard Schaefer

Richard Schaefer

Enclosure

SOURCE: Workbook for Applied Secretarial Procedures, Fries, Rowe, Travis, Blockhaus. Gregg Division/ McGraw Hill Book Co.

TASK #13

JOB SHEET (EVALUATION)

DOCUMENT #4

6527 Grosvenor Place
Pine Grove, AL 36769
March 15, 19--

Mr. Alan McDonald
United Products Corporation
500 Madison Avenue
New York, New York 10022

Dear Mr. McDonald:

I will be in New York City the week of April 2. Would it be possible for me to have an interview with you during that week at a time convenient to you?

You have an application of mine on file which I sent to you about a month ago, at which time I was seeking a secretarial position.

I shall look forward to hearing from you.

Sincerely,

Mary E. Dixon

Miss Mary E. Dixon

SOURCE: Workbook for Applied Secretarial Procedures, Fries, Rowe, Travis, Blockhaus. Gregg Division/ McGraw Hill Book Co.

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

PERFORMANCE TEST

TASK: REPRODUCE DOCUMENTS

Directions: Demonstrate mastery of this task by doing the following:

This test evaluates your ability to: Reproduce documents using a MITA 213.RE Copier. You will be given four (4) documents to reproduce on the copier. You must make (1) letter size, (1) legal size, (1) enlargement 1:1·21 and (1) reduction to 85%. All four copies must be made with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "YES"	YES	NO
1.	Placed original documents face down?		
2.	Closed cover before pressing "Print Key"?		
3.	Set correct copy count?		
4.	Set correct paper size?		
5.	Made 4 copies ?		
6.	Made one letter size and one legal size copy ?		
7.	Made one enlargement 1:1:21 and one reduction 85?		
8.	Stapled the four documents together?		
9.	Turned off special functions?		
10.			

Trainee	Date	Attempts	Instructor's Signature

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #13

PERFORMANCE TEST

TASK: REPRODUCE DOCUMENTS

This checklist will be used by the JRE instructor to evaluate the participant during the vocational performance.

	YES	NO
1. Were facilitator's directions using imperatives understood?		
2. Were symbols recognized and understood?		

Trainee	Date	Attempts	Instructor's Signature

TASK # 14
COMPUTE THE COST OF PURCHASING STAMPS

RELATED COMMUNICATIVE TASK: Recognize symbols, seek information, report factual information.

VOCATIONAL TASK: # 14 Compute the cost of purchasing stamps.

PERFORMANCE OBJECTIVE: Compute using a calculator and record the cost of purchasing stamps with 100% accuracy.

STEPS AND TECHNICAL KNOWLEDGE	TECHNICAL TERMS	LANGUAGE FUNCTIONS	STRUCTURES
1. 2. 3. SEE ATTACHMENT 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15.	Clear Key Clear Entry Minus Key On/Off Switch Plus Bar Multiplication Key Division Key Memory Clear Memory Minus Memory Plus Memory Recall Memory Total Equal Total Percentage Paper Advance Subtotal Calculator Compute Balance Petty Cash Voucher	COMMUNICATIVE SKILLS Active : Speaking Passive: Reading FUNCTIONS Recognize symbols and interpret them.	Noun/Verb distinction Arithmetic verbs

TOOLS AND MATERIALS

Electric calculator
Petty Cash Sheet
Pencil
Paper

BACKGROUND KNOWLEDGE

No prior knowledge required

SAFETY

Be careful of wires to avoid tripping
No food or drinks near machine.
Do not attempt to service machine

ATTITUDES

Concentrate on proper sequence of operation.

LEARNING ACTIVITIES AND RESOURCES

VOCATIONAL

1. LEARNING STRATEGIES
   a. Facilitator demonstrates machine controls and basic operations.
   b. Facilitator lectures on procedure for calculating the cost of purchasing stamps.
   c. Practice activity sheets # 1, 2, 3.
   d. Hands-on practice (individual). Skill practice utilizing calculator.
2. EVALUATION

   Performance test.
3. RESOURCES
   a. Facilitator
   b. Information, operation, activity and Job sheets.
   c. Calculating Machines, J. Carter
   d. Sharp Calculator Operation Manual
   e. NACRA INC. Business Office calculators

J. B. ESL

1. LEARNING STRATEGIES
   a. Facilitator demonstrates use of arithmetic verbs.
   b. Discussion on logical sequence of operation.
   c. Participants practice language functions and structures, Activity Sheets # 1 and 2.
2. EVALUATION

   Written test.
3. RESOURCES
   a. Activity Sheets
   b. Facilitator

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

INFORMATION SHEET: ADDING AND CALCULATING MACHINES

INTRODUCTION:

ADDING AND CALCULATING MACHINES

The familiar ten-key adding machine has a key for each digit, as well as buttons for plus, minus, repeat, subtotal, and total. With a little practice it can be run rapidly by the touch system. These machines are also called listing machines, because they print each number entered, as well as subtotals and totals, on a paper tape.

The full-keyboard adding machine has a separate vertical row numbered 1 to 9 for each columnof units, tens, hundreds, thousands, etc. Zeroes register automatically if no key in a column is pressed. More than one key can be pressed at once. Though the touch system is not used, and operator skilled in correct finger combinations and techniques can work speedily.

Multiplication and division can be done on adding machines by repeat addition and subtraction, but it is much easier to do them on a calculator.

With the key-driven calculator (Comptometer and other brands) an operator can do high-speed addition and multiplication. Subtraction and division take special skill. This machine has a fullbank keyboard. Answers appear in a window on the machine rather than on a printed tape.

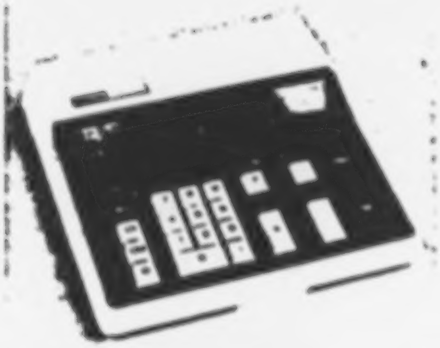
The printing calculator takes less practice to use, as all four operations can be done at the touch of a button. The machine looks much like a ten-key adding-listing machine except for the additional multiplication and division buttons. Some models have memory storage features, dual registers, and provisions for handling constant quantities.

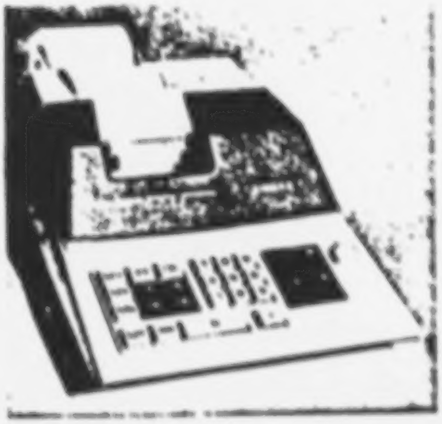
Pocket and desk-top electronic calculators are rapidly gaining popularity. Having no moving parts, they are noiseless and extremely fast. Not only do they add, subtract, multiply, and divide; various models are preprogrammed to do complex operations (like square roots) instantly. Many machines have one or more "memories" for storing the result of a computation for use in future computations; and some can be programmed by means of magnetic cards or tape to do a whole series of operations automatically. These machines are of the ten-key type, with extra buttons for various operations, and come in both window and printing models.

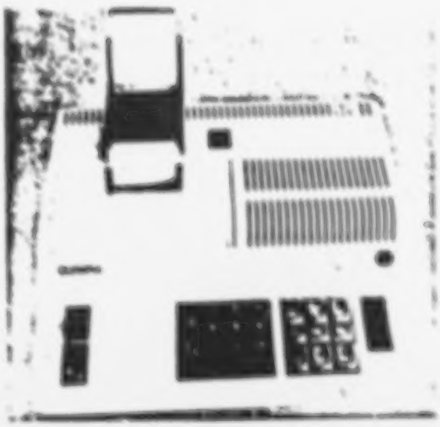
TASK #14

INFORMATION SHEET
p. 2

DESK TOP CALCULATORS







TASK #14

INFORMATION SHEET
p. 3

Pocket Size Calculators

RESOURCE: Calculating Machines, J. Carter.
Southwestern Pub. Co.

Stamps by Mail

You can buy postage stamps and stamped envelopes through the mail by using a *Stamps by Mail Order Form* available at your post office or from your letter carrier. A personal check or Postal Money Order made payable to U.S. Postal Service or Postmaster can be used to pay for the stamps.

Address the postage-paid order form envelope to your post office, enclose payment, and give it to your letter carrier, or drop it in any collection box.

California USA 20c
Hawaii USA 20c
AMERICAN BALD
Folk Art USA 22
Folk Art USA 22
Folk Art USA 22
USA 22

Postage Meters

When a mailer uses a postage meter, the postage, postmark, and date are imprinted at the mailer's place of business. Many mailers, including those with a relatively small mail volume, have found that this convenience more than offsets the costs of maintaining an account and of leasing the machine. Call your post office for more information.

Postage, postmark and date imprinted using postage meter.

Loose stamps

RESOURCE: A Consumer's Directory of Postal Services and Products, United States Postal Service.

TASK #14.

TECHNICAL TERMS

		SYMBOL
CLEAR KEY:	Clears the display screen, keyboard and operating functions.	C
CLEAR ENTRY:	Clears the keyboard	CE
MINUS KEY:	Subtracts the last number entered from the number displayed	—
ON/OFF SWITCH:	Turns calculator on or off	
PLUS BAR:	Adds the last number entered to the number displayed.	+
MULTIPLICATION KEY:	Multiplies the number displayed by the last number entered.	X
DIVISION KEY:	Divides the number displayed by the last number entered.	÷
MEMORY CLEAR KEY:	Clears the memory	CM
MEMORY MINUS:	Subtracts entered amount from the amount stored in the memory.	M−
MEMORY PLUS:	Adds entered amount to the amount stored in the memory.	M+
MEMORY RECALL/MEMORY TOTAL:	Totals and displays the amount in the memory.	M✱
EQUAL/TOTAL	Totals the amount	+
PERCENTAGE KEY:	Converts a percentage to a decimal in calculating multiplication and devision.	%
PAPER ADVANCE:	Advances register tape	↑
TOTAL:	Displays an accumulated total ex. the total of the first 10 of 20 additions.	◇

CALCULATOR:	An electronic calculating machine used to add, subtract, multiply and divide numbers.
COMPUTE:	To compute means to find out, figure out or work out the solution to a mathematical problem.
BALANCE:	The balance is an amount, usually the remainder of a subtraction operation.
PETTY CASH:	A small amount of money kept in an office for carfare, stamp purchases or for the purchase of emergency supplies.
VOUCHER:	A voucher is a type of receipt used to record a petty cash transaction. Example: A staff person would have to fill-out a voucher in order to be reimbursed out of petty cash funds for an office related expense.
PETTY CASH BOOK:	A book Kept in the office where a record of petty cash payments is kept.
RECEIVED:	To obtain or get: In a petty cash voucher or petty cash book, it means the amount that was given to the employee.
PAID OUT:	The amount of money from petty cash that was given to the employee.
EXPLANATION:	This term is found in a petty cash book. It is used to describe the purpose of the amount. In other words it states what the petty cash amount was used for.
FUND:	A supply of money set aside for a specific purpose. Petty cash fund: a supply of money set aside for emergencies or small purchases in an office.

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

INFORMATION SHEET: PETTY CASH BOOK

Amount received is the amount of money in the petty cash fund.
Amount paid out is the amount given to an employee for a purchase.
Date: is the day that money was given for a purchase
Explanation: details the purchase

PETTY CASH BOOK

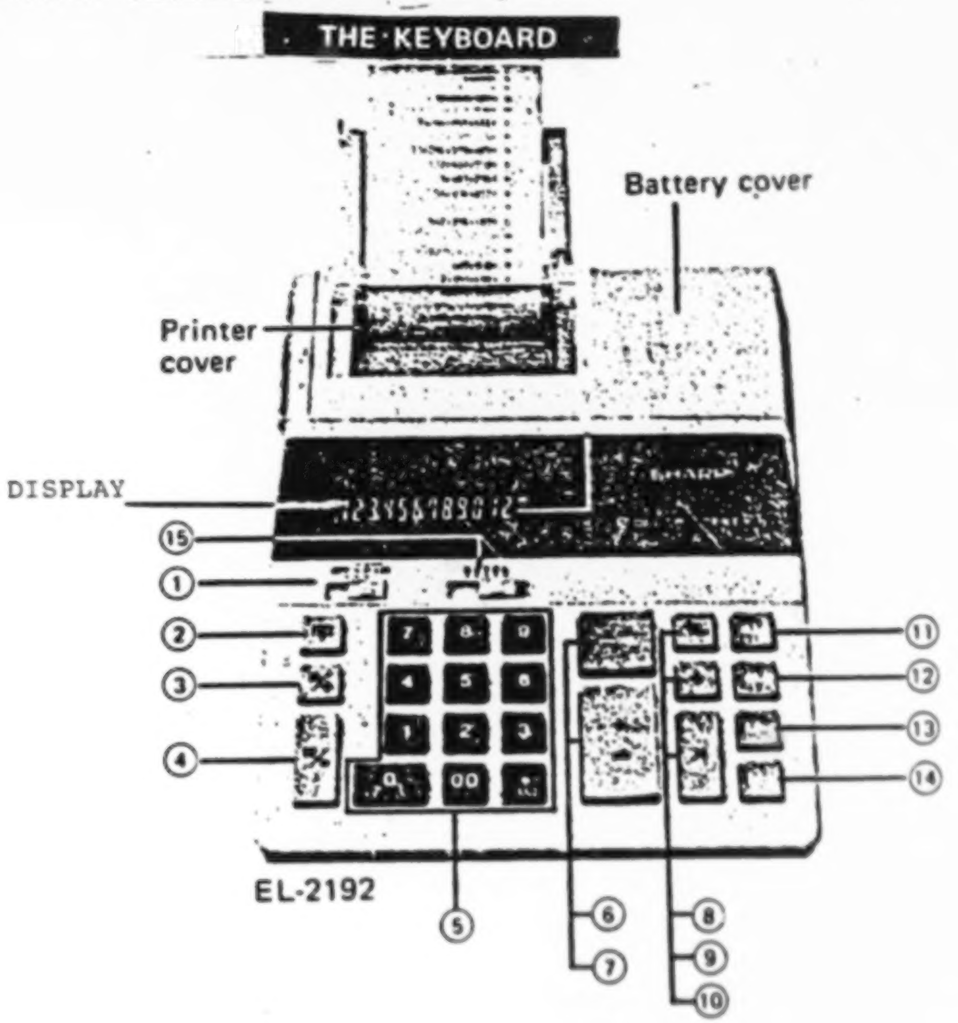
PETTY CASH FUND		DATE		EXPLANATION
RECEIVED	PAID OUT			
200 00				
	50 00	5/7	86	PURCHASE OF 1ST CLASS STAMPS
	25 00	5/9	86	PURCHASE OF TONER
	100 00	5/11	86	PURCHASE OF 1ST CLASS STAMPS

Always make sure that there is an entry made in the petty cash book every time funds are received or paid out.

TASK #14

OPERATION SHEET: PARTS OF THE CALCULATOR

OPERATION: Calculator functions and operation.


THE KEYBOARD
Battery cover
Printer cover
DISPLAY
⑮
①
②
③
④
⑪
⑫
⑬
⑭
EL-2192
⑤
⑥
⑦
⑧
⑨
⑩

OPERATING CONTROLS

① Power Switch/Print Mode Selector
② Paper Feed Key
③ Non-Add/Sub-Total Key
④ Clear Entry/Total and Clear Key
⑤ Numeral Keys
⑥ Minus Equals Key
⑦ Plus Equals Key
⑧ Percent Key
⑨ Division Key
⑩ Multiplication Key
⑪ Clear/Total Memory Key
⑫ Recall/Sub-Total Memory Key
⑬ Memory Minus Key
⑭ Memory Plus Key
⑮ Constant/Decimal/Add Mode Selector

RESOURCE: Sharp Calculator Operation Manual

HACER INC/ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

OPERATION SHEET: Calculator functions and operation
p. 2

OPERATING CONTROLS

① OFF • P ON **POWER SWITCH/PRINT MODE SELECTOR**
When the power switch is turned on, the calculator is ready for operation.
"●" position: EL-1192D/2192 functions as a display calculator.
"P" position: EL-1192D/2192 functions as a print/display calculator.

② [↑] **PAPER FEED KEY**
Advances the paper tape.

③ [#◇] **NON-ADD/SUB-TOTAL KEY**

Non-Add: When this key is pressed right after the entry of a number, the entry is printed on the right hand side with the symbol "#".
This key is used to print out numbers not to be used for calculations such as code, date, etc.

Sub-Total: Used to get sub-total(s) of additions and/or subtractions. When depressed following [+=] or [-=] key, the sub-total is printed with the symbol "◇" and the calculation may be continued.

④ [CE*] **CLEAR ENTRY/TOTAL AND CLEAR KEY**

CLEAR ENTRY: When entered after a number and before a function, clears a number which has been entered into the keyboard prior to use of a function key. This key is also used to clear an overflow error caused by an entry.

TOTAL AND CLEAR: When entered after a function, prints the total of addition and subtraction with the symbol "*". This key also serves as the clear key for the calculation register and resets an error condition. The contents of the memory are not affected by use of the [CE*] key.

⑤ [0] ~ [9] [·] [00] **NUMERAL KEYS**
Enter numbers into the calculator.

⑥ [-=] **MINUS EQUALS KEY**
The [-=] key prints the entered number (in red: EL-2192) with a "−" symbol and subtracts the number from the contents of the calculation register. This key is also used to obtain the product/quotient in negative multiplication and division and prints it with the symbol "*".

⑦ [+=] **PLUS EQUALS KEY**
The [+=] key prints the entered number with a "+" symbol and adds the number to the contents of the calculation register. This key is also used to obtain the results in multiplication and division and prints the product/quotient with the symbol "*".

⑧ [%] **PERCENT KEY**
Permits entry and/or answers of actual percentages rather than their decimal equivalents.

⑨ [÷] **DIVISION KEY**
Prints the entered number with the symbol "÷", and orders division.

⑩ [×] **MULTIPLICATION KEY**
Prints the entered number with the symbol "×", and orders multiplication.

⑪ [*M] **CLEAR/TOTAL MEMORY KEY**
Totals and clears the contents of the memory. The value is printed with the symbol "*M" ("M*": EL-1192D).

⑫ [◇M] **RECALL/SUB-TOTAL MEMORY KEY**
Reads the contents of the memory and prints the number with the symbol "◇M" ("M◇": EL-1192D). The content of the memory is not disturbed and may be used for further calculation.

RESOURCE: Sharp Calculator Operation Manual

⑬ [M−] **MEMORY MINUS KEY:**
Subtracts an entry or an answer from the memory, and prints the number (in red: EL-2192) with the symbol "−M" ("M̲": EL-1192D). This key also serves as the [−=] key when accumulating negative products and/or quotients.

⑭ [M+] **MEMORY PLUS KEY**
Adds an entry or an answer to the memory, and prints the number with the symbol "+M" ("M": EL-1192D). This key also serves as the [+=] key when accumulating products and/or quotients.

⑮ **CONSTANT/DECIMAL/ADD MODE SELECTOR**
"A" position: The decimal point in addition and subtraction entries is automatically positioned to the 2nd digit from the lowest digit of entry number. Use of the add mode permits addition and subtraction of numbers without entry of the decimal point. Use of the [·] , [×] and [÷] keys will automatically override the add mode and decimally correct answers will be printed.

Ex. Set constant/decimal/add mode selector at A, P

A. Enter	12 [·] 3 [+=]	Tape prints	12.30	+
B. Enter	[illegible] 123 [×]	Tape prints	123.	×
	100 [+=]		100.	=
			12,300.00	*
			(12300.00	* : EL-1192D)
C. Enter	2 [÷]	Tape prints	2.	÷
	3 [+=]		3.	=
			0.67	*
D. Enter	123 [+=]	Tape prints	1.23	+

"0, 2, 3" position: Pre-sets the number of decimal places in the answer. The rounded-off answer is printed to the designated decimal digit.

Input override decimal feature: The EL-1192D/2192 operates on a principle of floating decimal entries with pre-set decimal answers.

1. An entry may contain up to 9 decimal (11 decimal: EL-2192) places, regardless of the decimal selector setting.
2. Answers will be printed to the pre-set decimal position except when an underflow condition prevails.

"K" position: The following constant functions will be performed.

In constant mode, decimal point of the answer floats.

Multiplication: The EL-1192D/2192 will automatically remember the first number entered (the multiplicand) and the [×] instruction.

Division: The EL-1192D/2192 will automatically remember the second number entered (the divisor) and the [÷] instruction.

RESOURCE: Sharp Calculator Operation Manual

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

OPERATION SHEET: Calculator functions and operation
p. 4

PAPER TAPE REPLACEMENT

(1) **Assemble the paper holder. (Fig. 1)**
(2) Insert the knob of the paper holder into the roll of paper and set the roll of paper on the paper holder.
(3) Insert the leading edge of the roll of paper into the opening directly behind the print mechanism, push the paper feed key until the paper comes out of the front of the print mechanism. (Fig. 2) (Fig. 3)

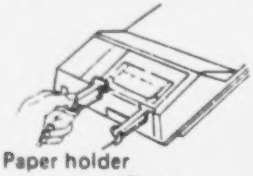
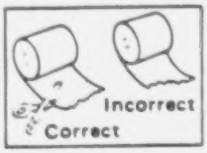


Fig. 1



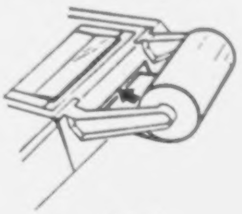


Fig. 2

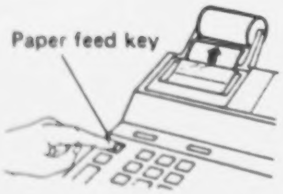


Fig. 3

CALCULATION EXAMPLES

Set the print mode selector at the "P" position in the following examples.

NOTE: (1) Depress the [#/*] key twice prior to beginning any calculation. This ensures that no previous entries remain in the unit.
(2) EL-2192 has punctuation on both the display and print out. EL-1192D only has punctuation on the display.

CALCULATIONS	EXAMPLE	F 3 2 0 A	OPERATION	DISPLAY	PRINT
Non add print	No. 123 6.03.1985		123 [#/*] 6 [·] 03 [·] 1985 [#/*]	0. 0.	123 # 6 03 1985 #
Addition and subtraction	125 + 350 − 25 =	0	125 [+=] 350 [+=] 25 [−=] [#/*]	450.	450· *
Addition and subtraction with add mode	2.50 + 4.50 − 3.00 = Note: The [·] key was not used in the entries.	A	250 [+=] 450 [+=] 300 [−=] [#/*]	4.00	4·00 *
Repeat addition and subtration	123 + 123 + 123 + 456 − 100 − 100 =	0	123 [+=] [+=] [+=] 456 [+=] 100 [−=] [−=] [#/*]	625.	625· *
Multiplication and division	12 x 45 x 78 =	0	12 [×] 45 [×] 78 [+=]	42.120.	(EL-1192D) 42120· * (EL-2192) 42·120· *
	840 ÷ 4 ÷ 15 =	3	840 [÷] 4 [÷] 15 [+=]	14.000	14·000 *

RESOURCE: Sharp Calculator Operation Manual

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INFORMATION SHEET: CHECKING CALCULATIONS

You can check a calculation by doing the opposite of the operation: ex: The opposite of addition is subtraction.

ADDITION:

```
3  356           check
 +  23                   379
 ------                -  23
   379                 -----
                         356
```

SUBTRACTION:

```
   989           check
 - 777                   777
 -----                 + 212
   212                   ---
                         989
```

MULTIPLICATION:

12 X 10 = 120

check 120 12 = 10

DIVISION 132 11 = 12

check
12 X 11 = 132

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BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #1:J.R.ESL

COMMUNICATIVE TASK: Nouns/verb distinction, interpretation of symbols.

DIRECTIONS: Write the noun and corresponding verb for each of the symbols shown below.

Arithmetic
Operations

	Noun	Symbol	Verb
1.	________	+	________
2.	________	-	________
3.	________	X	________
4.	________	÷	________

NAME______________________________ DATE____________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #1 J.R.ESL

COMMUNICATIVE TASK: Nouns/verb distinction, interpretation of symbols.

DIRECTIONS: Write the noun and corresponding verb for each of the symbols shown below.

Arithmetic Operations

	Noun	Symbol	Verb
1.	addition	+	add
2.	subtraction	-	subtract
3.	multiplication	X	multiply
4.	division	÷	divide

NAME______________________________ DATE________________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET # 2 J.R.ESL

COMMUNICATIVE TASK: Recognize symbols.

DIRECTIONS: Write the correct verb in each sentence. Select your answer from the list below:

VERBS: clear, subtract, add, displays, display

1. In order to _________ the memory you press the CM key.
2. The RM key ___________ the total amount in the memory.
3. You can _________ an amount to the memory by using the M+ key.
4. If you need to ___________ an amount from the memory you press the M- key.
5. Both the RM key and the = key are used to _________ the total.

NAME________________________ DATE________________________

TASK #14

ACTIVITY SHEET # 2 J.R.ESL

COMMUNICATIVE TASK: Recognize symbols.

DIRECTIONS: Write the correct verb in each sentence. Select your answer from the list below:

VERBS: clear, subtract, add, displays, display

1. In order to (clear) the memory you press the CM key.
2. The RM key (displays) the total amount in the memory.
3. You can (add) an amount to the memory by using the M+ key.
4. If you need to (subtract) an amount from the memory you press the M- key.
5. Both the RM key and the = key are used to (display) the total.

NAME ______________________ DATE ______________________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS:
Match the symbol in Column A with the term in Column B:

	COLUMN A			COLUMN B
1.	[C]	______________	a.	Clear Key
2.	[◇]	______________	b.	Clear Entry Key
3.	[↑]	______________	c.	Minus Key
4.	[CE]	______________	d.	Subtotal Key
5.	[X]	______________	e.	Plus Bar
6.	[RM]	______________	f.	Multiplication Key
7.	[M+]	______________	g.	Division Key
8.	[-]	______________	h.	Memory Clear Key
9.	[÷]	______________	i.	Memory Minus Key
10.	[%]	______________	j.	Memory Plus Key
11.	[+]	______________	k.	Memory Recall/Total Key
12.	[CM]	______________	l.	Equal/Total Key
13.	[M-]	______________	m.	Percentage Key
14.	[=]	______________	n.	Paper Advance Key

NAME ______________________________ DATE ________________

HACER, INC./HISPANIC WOMEN'S CENTER

TASK #14

ACTIVITY SHEET #1: VOCATIONAL

DIRECTIONS:
Match the symbol in Column A with the term in Column B:

	COLUMN A			COLUMN B
1.	[C]	(a)	a.	Clear Key
2.	[◇]	(d)	b.	Clear Entry Key
3.	[↑]	(n)	c.	Minus Key
4.	[CE]	(b)	d.	Subtotal Key
5.	[X]	(f)	e.	Plus Bar
6.	[RM]	(k)	f.	Multiplication Key
7.	[M+]	(j)	g.	Division Key
8.	[-]	(c)	h.	Memory Clear Key
9.	[÷]	(g)	i.	Memory Minus Key
10.	[%]	(m)	j.	Memory Plus Key
11.	[+]	(e)	k.	Memory Recall/Total Key
12.	[CM]	(h)	l.	Equal/Total Key
13.	[M-]	(i)	m.	Percentage Key
14.	[=]	(l)	n.	Paper Advance Key

NAME____________________________ DATE__________________

HACER INC /HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS:
Fill in the blanks with the terms listed below:

Clear Key
Clear Entry
Minus Key
On/Off Switch
Plus bar
Multiplication key
Division key
Memory Clear
Memory Minus
Memory Plus
Memory Recall/ Total
Equal/Total
Percentage Key
Paper Advance
Subtotal

1. The ____________________ displays an accumulated total.
2. The ____________________ advances the register tape.
3. The ____________________ converts a percentage to a decimal.
4. The ____________________ gives the total amount.
5. The ____________________ totals and displays the amount in the memory.
6. The ____________________ turns the calculator On or Off.
7. An amount can be added to the memory by using the ____________________ key.
8. An amount can be subtracted from the memory by using the ____________________ key.
9. The memory can be cleared by pressing the ____________ key.
10. The ____________________ divides the number displayed by the last number entered.
11. The ____________________ is used to multiply numbers.
12. The ____________________ is used to add numbers.
13. The ____________________ is used to subtract numbers.
14. The keyboard can be erased by the ____________________.
15. The ____________________ clears the display screen.

NAME ____________________ DATE ______________

HACER INC /HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #2: VOCATIONAL

DIRECTIONS:
Fill in the blanks with the terms listed below:

- Clear Key
- Clear Entry
- Minus Key
- On/Off Switch
- Plus bar
- Multiplication key
- Division key
- Memory Clear
- Memory Minus
- Memory Plus
- Memory Recall/ Total
- Equal/Total
- Percentage Key
- Paper Advance
- Subtotal

1. The (subtotal) displays an accumulated total.
2. The (paper advance) advances the register tape.
3. The (percentage key) converts a percentage to a decimal.
4. The (equal total) gives the total amount.
5. The (memory recall/total) totals and displays the amount in the memory.
6. The (on/off switch) turns the calculator On or Off.
7. An amount can be added to the memory by using the (memory plus) key.
8. An amount can be subtracted from the memory by using the (memory minus) key.
9. The memory can be cleared by pressing the (memory clear) key.
10. The (division key) divides the number displayed by the last number entered.
11. The (multiplication key) is used to multiply numbers.
12. The (plus bar) is used to add numbers.
13. The (minus key) is used to subtract numbers.
14. The keyboard can be erased by the (clear key) .
15. The (clear entry) clears the display screen.

NAME____________________ DATE__________

HACER, INC./HISPNAIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #3: VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols,using an office calculator.
(Check your answers)

1.
40
50
60
70
10
+80

2.
41
40
52
50
63
+14

3.
72
38
19
52
60
+31

4.
5,190
-3,976

5.
901.03
-456.79

6.
77426
-38275

7. 826 X 451 = ____________

8. 817 X 4693 = ____________

9. 379 X 952 = ____________

10. 95.36 ÷ 20.14 = ____________

11. 397 ÷ 23 = ____________

12. 91.49 ÷ 23.68 = ____________

NAME________________________________ DATE________________

HACER, INC./HISPNAIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

ACTIVITY SHEET #3: VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols,using an office calculator.

(Check your answers)

1.
40
50
60
70
10
+80
310

2.
41
40
52
50
63
+14
260

3.
72
38
19
52
60
+31
272

4.
5,190
-3,976
1,214

5.
901.03
-456.79
444.24

6.
77426
-38275
39151

7. 826 X 451 = 372,526

8. 817 X 4693 = 3,834,181

9. 379 X 952 = 360,808

10. 95.36 ÷ 20.14 = 4.73

11. 397 ÷ 23 = 17.26

12. 91.49 ÷ 23.68 = 3.86

NAME______________________ DATE______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

ACTIVITY SHEET #4 VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols using an office calculator.

(Check your answers)

1)
15.47
44.52
66.95
27.07
99 53
59 36
78 38
48 82
39 61
+ 15 18

494.89

2)
3.80
24.15
679.43
82.51
.90
3.46
178.05
63.40
22.98
+ 7.95

1066.63

3)
516.56
926.86
657.48
187.30
538.52
471.86
238.85
796.35
733.21
+ 350.53

5417.52

4)
62.50
-43.81

18.69

5)
915.25
-703.48

211.77

6)
50.26
-31.48

18.78

7)
921.55
-470.83

450.72

8) 521 X .89 = 463.69

9) 60.34 X .72 = 43.4448

10) 3.79 X .28 = 1.0612

11) 91.49 ÷ 23.68 = 3.86

12) 685 ÷ 49.75 = 13.77

13) 25.50 ÷ 9.25 = 2.7568

14) 291.75 ÷ 38.50 = 7.5779

NAME____________________ DATE____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

ACTIVITY SHEET #4 VOCATIONAL

DIRECTIONS: Add, Subtract, Multiply and Divide the following problems as indicated by the symbols using an office calculator.

(Check your answers)

1) 15.47
44.52
66.95
27.07
99 53
59 36
78 38
48 82
39 61
+ 15 18

2) 3.80
24.15
679.43
82.51
.90
3.46
178.05
63.40
22.98
+ 7.95

3) 516.56
926.86
657.48
187.30
538.52
471.86
238.85
796.35
733.21
+ 350.53

4) 62.50
-43.81

5) 915.25
-703.48

6) 50.26
-31.48

7) 921.55
-470.83

8) 521 X .89 =

9) 60.34 X .72 =

10) 3.79 X .28 =

11) 91.49 ÷ 23.68 =

12) 685 ÷ 49.75 =

13) 25.50 ÷ 9.25 =

14) 291.75 ÷ 38.50 =

NAME________________________ DATE______________________

HACER INC./ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

ACTIVITY SHEET # 5 VOCATIONAL

DIRECTIONS: Solve the following problems as indicated by the operational symbols.

1 (6.6 X 5.7) + (4.7 X 1.7) + (3.4 X 7.2) = ____________

2. 37 X 45 + 92 = ____________

3. (14.8 X 61.7) —193.95 —205.81 = ____________

4. (92.7 + 80.4 + 61.4) X 33.5 = ____________

5. (807 + 92 — 56) ÷ 314 = 2.68

6. (48.67 + 72.41 — 9.35) ÷ .53 = ____________

7. (381.65 + 954.72 — 260.16) ÷ 18.05 = ____________

NAME____________________ DATE____________________

HACER INC./ HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK # 14

ACTIVITY SHEET # 5 VOCATIONAL

DIRECTIONS: Solve the following problems as indicated by the operational symbols.

1 (6.6 X 5.7) + (4.7 X 1.7) + (3.4 X 7.2) = 70.09

2. 37 X 45 + 92 = 1757

3. (14.8 X 61.7) —193.95 —205.81 = 513.40

4. (92.7 + 80.4 + 61.4) X 33.5 = 7855.75

5. (807 + 92 — 56) ÷ 314 = 2.68

6. (48.67 + 72.41 — 9.35) ÷ .53 = 210.81

7. (381.65 + 954.72 — 260.16)÷18.05 = 59.62

NAME____________________ DATE____________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Recognize symbols; determine operation.

DIRECTIONS: Write the correct symbols and verbs. Select your answer from the list below.

Verbs: add, subtract, multiply, divide

Symbols: X, =, RM, M-, -=, ◇M, ÷ , +

1. You use the _______ key to find out what the remainder is when you subtract one amount from another.

2. A quicker way to find a total other than adding is to use the ____ key to __________ the numbers.

3. In order to _________ an amount into equal parts you would use the _____ key.

4. To find a total amount you can ________ one number by another using the ___ key.

5. To enter a subtotal in the memory of a calculator you would use the ______ key.

6. If you want to remove an amount from the memory you would press the _____ key.

7. You ____ a column of numbers by using the ___ key.

NAME____________________________ DATE_______________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

WRITTEN TEST: J.R.ESL
EVALUATION

COMMUNICATIVE TASK: Recognize symbols; determine operation.

DIRECTIONS: Write the correct symbols and verbs. Select your answer from the list below.

Verbs: add, subtract, multiply, divide

Symbols: X, =, RM, M-, -=, ◇M, ÷, +

1. You use the -= key to find out what the remainder is when you subtract one amount from another.

2. A quicker way to find a total other than adding is to use the X key to multiply the numbers.

3. In order to divide an amount into equal parts you would use the ÷ key.

4. To find a total amount you can multiply one number by another using the X key.

5. To enter a subtotal in the memory of a calculator you would use the ◇M key.

6. If you want to remove an amount from the memory you would press the M- key.

7. You add a column of numbers by using the + key.

NAME________________________ DATE________________

HACER INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

OPERATION SHEET: COMPUTE THE COST OF PURCHASING STAMPS

I. MATERIALS

a. Electric calculator/printer
b. Petty cash sheet
c. Pencils
d. Paper

II. PROCEDURE

1. Obtain calculator
2. Turn on calculator
3. Enter amount
4. Key in division sign (÷)
5. Enter cost of individual stamps
6. Key in equal sign (=)
7. Write amount on separate sheet of paper
8. Check your result
    a. Enter amount of stamps
    b. Key in multiplication sign (x)
    c. Enter cost of individual stamps
    d. Key in equal sign (=)

9. Write amount spent on stamps under last entry on petty cash sheet (under ($100 balance).
10. Subtract amount spent from $100
    a. Enter $100
    b. Key in subtraction sign (-)
    c. Key in equal sign (=)
    d. Write amount on sheet of paper

11. Check the subtraction
    a. Enter subtracted amount
    b. Add balance from $100 (use +)
    c. Press equal sign (=)

12. If amount equals $100
    a. Write balance under the amount spent on the petty cash sheet.

13. Calculate the number of stamps to be purchased.
    a. Enter amount to be spent
    b. Press division sign (÷)
    c. Enter cost of individual stamps
    d. Press equal sign (=)

14. Write the numbers and description of books of stamps in the description column of the petty cash sheet.

TASK #14

JOB SHEET : COMPUTE THE COST OF PURCHASING STAMPS

PRACTICE

DIRECTIONS : Compute the number of 22 cent stamps that can be purchased using a calculator. Record the amount of petty cash voucher.

I. MATERIALS

a. Electronic calculator.
b. Scratch paper.
c. Petty cash sheet.
d. Pencil.

II. PROCEDURE

a. Determine the amount of stamps that can be purchased (operation sheet #1)
b. Determine the cost of the stamps (operation sheet #1)
c. Determine the amount remaining from amount if stamps are purchased. (operation sheet #1)
d. Fill out petty cash balance sheet (operation sheet #1)

TASK #14

JOB SHEET

PRACTICE

PETTY CASH BOOK

PETTY CASH FUND		DATE	EXPLANATION
RECEIVED	PAID OUT		
50 00			

NAME____________________________ DATE_______________

HACER, INC./HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

JOB SHEET: EVALUATION Compute the cost of purchasing stamps.

DIRECTIONS : Compute the number of 22 cent stamps that can be purchased using a calculator. Record the amount of petty cash voucher.

I. MATERIALS

a. Electronic calculator.
b. Scratch paper.
c. Petty cash sheet.
d. Pencil.

II. PROCEDURE

a. Determine the amount of stamps that can be purchased (operation sheet #1)
b. Determine the cost of the stamps (operation sheet #1)
c. Determine the amount remaining from amount if stamps are purchased. (operation sheet #1)
d. Fill out petty cash balance sheet (operation sheet #1)

TASK #14

JOB SHEET

EVALUATION

PETTY CASH BOOK

PETTY CASH FUND		DATE	EXPLANATION
RECEIVED	PAID OUT		
10000			

NAME ______________________ DATE ________________

HACER INC/HISPANIC WOMEN'S CENTER
BILINGUAL VOCATIONAL TRAINING

TASK #14

PERFORMANCE TEST

TASK: Compute the cost of purchasing stamps.

Directions: Demonstrate mastery in computing cost of stamps by doing the following:

This test evaluates your ability to compute the cost of purchasing stamps. The facilitator will give you a petty cash amount of $100. You must compute the number of stamps that can be purchased. Check your calculation and report petty cash balance with 100% accuracy.

No.	Your performance will be evaluated using the items below. All must be "Yes".	YES	NO
1.	Was computation correct?		
2.	Was correct balance recorded?		
3.	Was petty cash voucher filled out correctly?		
4.			

Trainee	Date	Attempts	Instructor's Signature